ProQuest

Databases selected: Multiple databases...

Baseline

Box-Office Star ; DVD renter Netflix uses customer-tracking software and elbow grease to keep the crowds coming.

Kim S. Nash. **Baseline**. New York: Jan 16, 2004.Vol. 1, Iss. 26; pg. 57

Subjects:	Video stores, Rentals, DVD, Software, Customer services
Classification Codes	5240, 8390, 9190
Locations:	United States, US
Companies:	NetFlix Corp (NAICS: 451220, 532230, Sic:7822, 7379)
Author(s):	Kim S. Nash
Document types:	Feature
Section:	*Case Dissections & Studies*
Publication title:	Baseline. New York: Jan 16, 2004. Vol. 1, Iss. 26; pg. 57
Source type:	Periodical
ProQuest document ID:	546950231
Text Word Count	629
Document URL:	http://proquest.umi.com/pqdweb?did=546950231&sid=1&Fmt=3&cli entId=19649&RQT=309&VName=PQD

Abstract (Document Summary)

Some speculate that a big competitor such as Blockbuster may buy Netflix or that it will be stomped by Wal-Mart, which started a similar service 18 months ago for $4.41 per month less. So far, though, Wal-Mart has only an estimated 10,000 subscribers, while incumbent [Netflix] added 200,000 customers in the last three months of 2003 alone.

Full Text (629 words)

Some people say the fate of cinema is invisible downloadable bytes. Netflix says the near future is plastics - shiny, silver and round.

DVD rentals have made the six-year-old company with a $1.3- billion market capitalization a star. Eventually, Netflix plans to offer video downloads. But for now its key advantage is a network of 21 ultra-efficient, if low-tech, fulfillment centers run largely on proprietary software.

Since it opened in April 1998, Netflix has honed and rehoned operations, including its computer technology, business model and shipping methods. Sales doubled in 2001, again in 2002 and are expected to double again when Netflix reports 2003 results this month. The company with 1.5 million customers also expects to book its first year of profits: somewhere between $5.1 million to $6.8 million.

Last year, Netflix patented its business model of letting a customer possess up to a certain number of rented items at once, on a rolling basis, for a regular fee. The model includes a queue, or wish list, of items the customer wants to rent someday, separating the decisions of what to rent from when to rent.

Netflix's most popular plan is a $19.95-per-month deal for an unlimited number of DVD rentals and up to three discs at a time. Netflix offers 15,000 titles. There are no late fees and the company pays postage both ways.

Lindsey Robb of Boston, a subscriber since 2001, watches seven or eight DVDs per month. "I tell a lot of friends to join now because it's too good to last."

Some speculate that a big competitor such as Blockbuster may buy Netflix or that it will be stomped by Wal-Mart, which started a similar service 18 months ago for $4.41 per month less. So far, though, Wal-Mart has only an estimated 10,000 subscribers, while incumbent Netflix added 200,000 customers in the last three months of 2003 alone.

Having shipping centers across the U.S. means 60% of Netflix's subscribers get their discs in one day - as long as snow, rain and gloom of night don't stop the U.S. Postal Service, which delivers Netflix's signature red envelopes. Rivals don't match that reach. Blockbuster has one fulfillment center and Wal-Mart uses just six.

The typical 8,000-square-foot Netflix shipping center requires eight to 15 workers. There are no robotic arms or radio-frequency tags. Critical tools are mundane: hip-high metal carts for moving discs around and bar-code guns linked to custom-inventory and customer-tracking software written by Netflix programmers. Set-up of a center costs $60,000.

da-DUM. da-DUM.

Wal-Mart is new to DVD rental but concerned investors frequently ask Netflix CEO Reed Hastings how he'll compete. He usually says the online operation of the huge retailer, known for its bullet-train logistics, isn't a threat. Wal-Mart is "successful at nearly everything they've done. Walmart.com is not Wal-Mart," he said at a recent investor conference. "Walmart.com has struggled in essentially everything they've done. In our market, it's the same."

Still, moviegoers know not to underestimate a beast.

In "Jaws," the Richard Dreyfuss character warns a pompous mayor to protect his town from the giant shark, saying, "You are going to ignore this particular problem until it swims up and bites you on the ass."

The shark died, of course. Wal-Mart's not likely to.

How NetFlix Works

Headquarters: 970 University Ave., Los Gatos, CA 95032

Phone: (408) 399-3700

Business: Online DVD rentals

Vice President, Information Technology: Mike Osier

Financials, trailing 12 months: $153 million in sales; $2 million in profits as of Sept. 30.

Challenge: Outrun Walmart.com, which recently started a similar but less expensive DVD-by-mail rental service.

Baseline Goals:

5 million subscribers by 2007, up from 1.5 million now.

$1 billion in annual sales by 2007, up from $153 million.

13.2 million trial subscribers by 2007, up from 3.1 million to date.

ProQuest
COMPANY

```
Set     Items   Description
S1      3386827 ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR
                APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET)()IN
S2      1439421 DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT
S3      1287661 MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? -
                OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4         9284 QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVER-
                Y)(1W)(LIST OR LISTS OR SEQUENCE? ?)
S5      2420465 SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS
                OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6      2832151 DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR S-
                UPPLY??? OR SUPPLIED
S7      1898629 PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-
                1N)(ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR
                REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8       731955 RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9          151 (S1 OR S2)(4N)S3(15N)S4
S10      264411 S5(10N)(S7 OR S8)
S11          36 S9 AND S10
S12          30 RD  (unique items)
? show files
File 613:PR Newswire 1999-2006/Sep 19
         (c) 2006 PR Newswire Association Inc
File 813:PR Newswire 1987-1999/Apr 30
         (c) 1999 PR Newswire Association Inc
File 634:San Jose Mercury  Jun 1985-2006/Sep 17
         (c) 2006 San Jose Mercury News
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         (c) 2006 McGraw-Hill Co. Inc
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12/3,K/1   (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
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0002188363   I6FA48E00470711DB9E1FEDBD150D9C69   (USE FORMAT 7 FOR FULLTEXT)
**Plateau Delivers Industry Leading Service Levels, Wins New Customers With
Hosted Customer Service Solution UCN and RightNow Technologies Partner on
Complete Customer Service Solution for Demanding SLA Environment**
PR Newswire
Monday, September 18, 2006 T11:00:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,206

...Challenge

In order to win new federal business, Plateau needed systems that would
enable the **customer** support team to meet very stringent service level
requirements . According to Petretich, the company had outgrown its old
premises-based support system. "The old...

...percent uptime and built-in disaster recovery requirements," he said.
The company's selection criteria **included** :

* Ability to scale quickly * Ability to create sophisticated, skills-based
routing rules * Support for a universal, multi- **media   queue** * Access to
detailed inbound/outbound response time statistics

In addition, Plateau's rapid growth, while...

12/3,K/2   (Item 2 from file: 613)
DIALOG(R)File 613:PR Newswire
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0002170632   IEE8CCBC038F111DB9AE3BDD97A8A8963   (USE FORMAT 7 FOR FULLTEXT)
Netflix Launches 'Previews' Feature for Instant Viewing of Movie Trailers
PR Newswire
Thursday, August 31, 2006 T12:30:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 501

TEXT:
...from the member home page. Netflix's proprietary recommendation software
chooses the trailers and the **order** in which they are shown based on
individual **members** ' movie rental and movie rating histories at Netflix.
The previews run sequentially and without interruption.

...makes it even easier for Netflix members to discover movies they'll
love," Mr. Hunt **added** .

The company said it designed the "Previews" feature to be fast, effortless
and enjoyable. Netflix members can **add   movies** to their rental **queues**
directly from the "Previews" page and can watch the previews as often as
they want...
...can jump to the next trailer or watch one again. Beneath those icons
appear the **title** of the **movie** and an " **Add** " button so members can
immediately **add** previewed **movies** to their Netflix rental **queues** .

Netflix connects members with **movies** they will love by aligning their
rental and ratings histories and the ratings of other members to make
personalized recommendations. The more movies **members** rate, the more
recommendations they receive. Netflix has been **ranked** the number one Web
site for **customer** satisfaction in three independent surveys over the past
two years.

About Netflix

Netflix, Inc. is...

12/3,K/3   (Item 3 from file: 613)
DIALOG(R)File 613:PR Newswire
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0002012710   I1E258810CAD211DABFC7BA72E6AF7B74   (USE FORMAT 7 FOR FULLTEXT)
**BLOCKBUSTER Online(R) Survey Gets Clear Picture of Movie Lovers' Interest
in High-Definition DVDs Subscribers Can Begin Queuing Up HD DVD Titles on
April 18th**
PR Newswire
Thursday, April 13, 2006 T09:30:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 623

TEXT:
...rolling out on May 23. BLOCKBUSTER Online will carry both new formats.
Subscribers can begin **adding** available HD **DVD** **titles** to their rental
queues beginning April 18, and Blu-ray Disc(TM) **titles** will follow
shortly thereafter.

...type of entertainment they'd most want to see on DVD in high-definition
format, **subscribers** responded with the following **ranking** :

   1. Action movies
   2. Science fiction
   3. Scenic movies
   4. Family movies
   5. Music and...

12/3,K/4   (Item 4 from file: 613)
DIALOG(R)File 613:PR Newswire
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0001909511   ID1587D407EC711DA99FFB12D566EC537   (USE FORMAT 7 FOR FULLTEXT)
**Konica Minolta Announces the Availability of the KIP 3000 Wide Format
Digital   Copying/Printing/Scanning   Solution   Flexible,   Adaptable
Multifunctional System Ideal for Decentralized Business Environments in
Need of High Quality, Wide Format Document Production**
PR Newswire
Friday, January 6, 2006 T15:03:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,146

...the power to print single documents or collated sets through the
network. Print jobs are **sent** to the print **queue** with the required print
size, number of copies/sets, **media** selection, stamping, folding and pen

settings . KIP Request also provides remote **users** with KIP 3000 status
information and remote print **queue** viewing and management.

KIP 3000 Scan-to-File

With the addition of the scan-to...

 12/3,K/5   (Item 5 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

0001868206 I56A33E7056B111DAABF8D560A91A4369 (USE FORMAT 7 FOR FULLTEXT)
**Starting Today, GameFly(TM) to Offer Complete Selection of Xbox 360(TM)
Titles Leading Video Game Rental Company Carrying Largest Selection of
UMD(TM) Movies for PSP(TM)**
PR Newswire
Wednesday, November 16, 2005 T14:35:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 510

...already live and has all the information a gamer could want for the new
console, **including** reviews, cheats and codes, screenshots, videos,
trailers, and more. GameFly subscribers can now **add** Xbox 360 **titles** to
their **queues** in advance of the launch.

The Top 10 most requested Xbox 360 games, based on GameFly **subscribers** '
GameQs(TM), as of November 15, 2005 are:

Rank	Title	Publisher
1	Call of Duty 2	Activision
2	Perfect Dark Zero	Microsoft
3	Quake...	

 12/3,K/6   (Item 6 from file: 613)
DIALOG(R)File 613:PR Newswire
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0001675982 I46ABA6B0696811D99428B78423DED9EE (USE FORMAT 7 FOR FULLTEXT)
**Netflix Unveils Profiles(TM) New Family-Friendly Innovation Gives Even
Greater Flexibility to Over Two Million Subscribers**
PR Newswire
Tuesday, January 18, 2005 T15:00:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 523

TEXT:
...friendly feature designed to make Netflix even more flexible for its
more than two million **members** . **Profiles** allow Netflix **members** to
create separate movie queues for individual family **members** using a single
account. With **Profiles** , individual family **members** have the flexibility
to select, rent and watch the movies they want, when they want.

As part of their current membership, Netflix **members** can now create a
separate **Profile** for each **member** of their household, giving family
members with diverse movie tastes the ability to have their own
personalized movie rental queues. Each...

JMB   19-Sep-06

...their own queue and receives new movies from their list as movies are returned. With **Profiles** , individual family **members** have their own sign-in name, ratings and recommendations, and even receive personalized Netflix envelopes.

Netflix

Parents can use Profiles to control their children's **queues** by setting limits on the MPAA rating of **movies** that their children can browse and **add** to their individual **queues** . Parents can determine if their children's **queues** should allow G, PG, PG-13 or R **movies** .

To assist parents, Netflix also launched its Select-by-Age categories, making browsing and selecting...

...member has the movie that is right for them at all times."

To set-up **Profiles** today, Netflix **members** can log on to their account at http://www.netflix.com/ and click **Profiles** . The Select-By-Age Categories are available as **members** browse through movies on the Netflix site.
About Netflix

Netflix is the world's largest...

   12/3,K/7   (Item 7 from file: 613)
DIALOG(R)File 613:PR Newswire
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0001306396   I7899BCA0EB4D11D89C1CB57969D23D6F   (USE FORMAT 7 FOR FULLTEXT)
Blockbuster Launches New Online DVD Rental Service With Several Million U.S. Households as Potential Customers, Blockbuster Plans to Capture Substantial Share of Online Rentals
PR Newswire
Wednesday, August 11, 2004 T04:01:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,218

...ads and promotional links. However, within months, BLOCKBUSTER Online users will be able to conveniently **add** and manage their **movie** **queue** from MSN and AOL. This is the first in a series of moves by BLOCKBUSTER...

...s Web site (http://www.blockbuster.com/). -- BLOCKBUSTER Online will pull the first three available **movies** in a subscriber's **queue** and **send** them to the subscriber's home. All shipping is free. -- When a BLOCKBUSTER Online subscriber is finished with a **movie** , he or she returns it in a self-addressed, postage-paid envelope provided by Blockbuster. -- Once a **movie** is returned, Blockbuster will **ship** the next available **DVD** from the subscriber's **queue** . -- Subscribers can rent unlimited **DVD** **movies** -- with three out at a time -- and keep them as long as they want, with...

...participating BLOCKBUSTER stores nationwide. A separate in-store membership is required. Blockbuster in-store membership **rules** and rental terms will apply. -- **Consumers** can also choose an option that allows them to have five DVDs out at a...

   12/3,K/8   (Item 8 from file: 613)

0001306390   I3469C090EB4B11D8B04D834387180987   (USE FORMAT 7 FOR FULLTEXT)
Blockbuster Launches New Online DVD Rental Service
PR Newswire
Wednesday, August 11, 2004 T04:01:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,282

...ads and promotional links. However, within months, BLOCKBUSTER Online
users will be able to conveniently **add** and manage their **movie**   **queue**
from MSN and AOL. This is the first in a series of moves by BLOCKBUSTER...

...unlimited DVD rentals, up to three out at a
        time, plus two free in-store **movie** rental coupons per month.
    -- BLOCKBUSTER Online subscribers create and maintain a personal
        " **queue** " -- a list of **movie** selections -- on Blockbuster's Web
site
        (www.blockbuster.com).
    -- BLOCKBUSTER Online will pull the first three available **movies** in
a
        subscriber's **queue** and **send** them to the subscriber's home.
All
        shipping is free.
    -- When a BLOCKBUSTER Online subscriber is finished with a **movie** ,
he or
        she returns it in a self-addressed, postage-paid envelope provided
by
        Blockbuster.
    -- Once a **movie** is returned, Blockbuster will **ship** the next
available
        DVD from the subscriber's **queue** .
    -- Subscribers can rent unlimited **DVD** **movies** -- with three out at
a
        time -- and keep them as long as they want, with...

...participating BLOCKBUSTER stores nationwide. A separate
        in-store membership is required. Blockbuster in-store membership
        rules and rental terms will apply.
    -- **Consumers** can also choose an option that allows them to have
five
        DVDs out at a...

  12/3,K/9   (Item 9 from file: 613)

0001188202   IA384CDC0986811D8B221CFDB628D17CB   (USE FORMAT 7 FOR FULLTEXT)
**eOn Communications Selected by DHC Korea International Cosmetic & Skin Care
Company Opens New Contact Center in Korea**
PR Newswire
Tuesday, April 27, 2004 T15:50:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 754

...to offer new services and multimedia interactions, including e-mail and

chat sessions, as their **customer requirements** dictate.

"We are very pleased to be selected by one of the largest direct mail...

...About eOn eQueue(R) Multi-Media Contact Center Solution

eOn eQueue(R) is a multi- **media** contact center platform offering a
comprehensive and unified solution for customer interaction management. The
universal or single **queue** approach enables contact centers to interact
more efficiently with their customers regardless of the **media** . The eQueue
applications **include** multi- **media** routing of all interaction types with
robust ACD functionality, complete telephony capability, email, Web chat...

 12/3,K/10   (Item 10 from file: 613)
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0001188194   IA5221C50986311D8A4A7F9200C03BC0B   (USE FORMAT 7 FOR FULLTEXT)
eOn Communications Selected by DHC Korea
PR Newswire
Tuesday, April 27, 2004 T15:50:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 811

...to offer new services and multimedia interactions, including e-mail and
chat sessions, as their **customer requirements** dictate.

"We are very pleased to be selected by one of the largest direct mail...

...About eOn eQueue(R) Multi-Media Contact Center Solution

eOn eQueue(R) is a multi- **media** contact center platform offering a
comprehensive and unified solution for customer interaction management. The
universal or single **queue** approach enables contact centers to interact
more efficiently with their customers regardless of the **media** . The eQueue
applications **include** multi- **media** routing of all interaction types with
robust ACD functionality, complete telephony capability, email, Web chat...

 12/3,K/11   (Item 11 from file: 613)
DIALOG(R)File 613:PR Newswire
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00951847 20030320ATTH003 (USE FORMAT 7 FOR FULLTEXT)
eOn Communications Adds NeoMecca as eQueue Distribution
PR Newswire
Thursday, March 20, 2003 08:30 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 820

TEXT:
...com/cgi-bin/prnh/20010517/EONLOGO)
    NeoMecca will sell and support eOn's eQueue in **order** to meet Asia's
 customer interaction management demands for reliable, comprehensive and
cost-
effective contact center technology. The eQueue provides...

...eOn eQueue(R) Multi-Media Contact Center Solution
    The eOn eQueue(R) is a multi- **media** contact center offering a comprehensive
and unified solution for customer interaction management. The universal or
single **queue** approach enables contact centers to interact more efficiently
with their customers regardless of the **media** . The eQueue applications **include**
multi- **media** routing of all interaction types with robust ACD functionality,
complete telephony capability, email, Web chat...

 12/3,K/12   (Item 12 from file: 613)
DIALOG(R)File 613:PR Newswire
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00857957 20021121ATTH002   (USE FORMAT 7 FOR FULLTEXT)
eOn Selected to Power Customer Center for Non-profit
PR Newswire
Thursday, November 21, 2002 08:31 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,069

TEXT:
...level of customer service and
efficiency as its representatives enroll organizations into a program, fulfill
 orders and answer **member** questions. Through advanced routing, interactive   .
voice response (IVR) and comprehensive reporting capabilities, the eQueue
will...

...plans to add e-mail and Web chat management
capabilities to their contact center in **order** to provide its **customers** with
additional methods of interaction. By managing e-mail, Web chat and voice
with the...

...eOn eQueue(R) Multi-Media Contact Center Solution
    The eOn eQueue(R) is a multi- **media** contact center offering a comprehensive
and unified solution for customer interaction management. The universal or
single **queue** approach enables contact centers to interact more efficiently
with their customers regardless of the **media** . The eQueue applications **include**
multi- **media** routing of all interaction types with robust ACD functionality,
complete telephony capability, email, Web chat...

 12/3,K/13   (Item 13 from file: 613)
DIALOG(R)File 613:PR Newswire
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00821066 20020910NETU030 (USE FORMAT 7 FOR FULLTEXT)
Global Graphics Unveils Simple Yet Powerful Color Workflow
PR Newswire

Tuesday, September 10, 2002 13:00 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,030

TEXT:
...from multiple users in PostScript(R),
TIFF, EPS or PDF formats, even with different job **requirements** . With
little or
no set-up, **users** can drag-and-drop files to hot folders on their desktop,
soft
proof the PDF...

...well as letting users specify crop quantity, among other
functions. Jobs are automatically held in **queue** if the target output
media is
not loaded in the device.
    Color management capabilities **include** pre-configured color setups and
ICC
output profiles for target proofing media and resolution, ICC...

...for most printing color standards, and automated calibration tools that
make
it easy for the **user** to create their own **profiles** to ensure optimal
quality
color from their color printer.
    When bundled with high-speed, high...

 12/3,K/14   **(Item 14 from file: 613)**
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00759323 20020502ATTH002 (USE FORMAT 7 FOR FULLTEXT)
iVox Implements Solution from eOn Communications
PR Newswire
Thursday, May 2, 2002 08:14 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 827

TEXT:
...advanced reporting capabilities, the eQueue will enable iVox to
deliver higher quality CRM information for **customer** and prospect
profiles . In
addition, eOn will develop a custom application for iVox that will offer
enhanced storage...

...eOn eQueue(TM) Multi-Media Contact Center Solution
    The eOn eQueue(TM) is a multi- **media** contact center offering a
comprehensive and unified solution for customer interaction management.
The
universal or single **queue** approach enables contact centers to more
efficiently
interact with their customers regardless of the **media** . The eQueue
applications **include** multi- **media** routing of all interaction types with
robust
ACD functionality, complete telephony capability, email, Web chat...

...CRM services

include pre-sale lead management for maximum revenue generation,
relationship
building/lead incubation, **order** processing, event registration, database
marketing and analytics and post-sale **customer** support and growth
services.
For more information, visit www.iVoxllc.com or call 888-777...

12/3,K/15   (Item 15 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00750207 20020418ATTH005 (USE FORMAT 7 FOR FULLTEXT)
Ansafone Selects eOn Communications for Contact Center
PR Newswire
Thursday, April 18, 2002 08:30 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 957

TEXT:
...move by Ansafone to provide its clients with additional methods of
interaction. By managing e- **mail** , Web chat and voice with the eQueue
universal
 queue , Ansafone's service representatives will efficiently interact with
customers regardless of the **media** .
    "We are excited that Ansafone has selected the eQueue to help them grow
their business...

...eOn eQueue(TM)Multi-Media Contact Center Solution
    The eOn eQueue(TM) is a multi- **media** contact center offering a
comprehensive and unified solution for customer interaction management.
The
universal or single **queue** approach enables contact centers to more
efficiently
interact with their customers regardless of the **media** . The eQueue
applications **include** multi- **media** routing of all interaction types with
robust
ACD functionality, complete telephony capability, email, Web chat...

...Southern California. Ansafone offers a wide
range of services, including bilingual inbound/outbound telemarketing,
outsourced **customer** service, third party verification, direct response
order -
taking, catalog sales, seminar reservations and appointment **setting** ,
database
management, direct mail, voice mail and customized **customer** service
operations. Customer service operations include real-time online data
access
to client's mainframe...

12/3,K/16   (Item 16 from file: 613)
DIALOG(R)File 613:PR Newswire
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00742889 20020404ATTH001 (USE FORMAT 7 FOR FULLTEXT)
eOn Communications, Eyretel Partner to Deliver Performance
PR Newswire
Thursday, April 4, 2002 08:30 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,020

TEXT:
...forms of customer interactions. eOn
and Eyretel will offer their combined solutions to meet the **requirements**
of
common **customers** , as well as collaborate to identify new business
opportunities in the multi-media contact center...

...eOn's customers can turn to Eyretel for help
capturing, analyzing, understanding and acting upon **customer** interactions
in
 order to optimize their **customer** relationships. In addition, we
believe
progressive companies will benefit from eOn and Eyretel's mutual...
...eOn eQueue(TM) Multi-Media Contact Center Solution
     The eOn eQueue(TM) is a multi- **media** contact center offering a
comprehensive and unified solution for customer interaction management.
The
universal or single **queue** approach enables contact centers to interact
more
efficiently with their customers regardless of the **media** . The eQueue
applications **include** multi- **media** routing of all interaction types with
robust
ACD functionality, complete telephony capability, email, Web chat...

   12/3,K/17   (Item 17 from file: 613)
DIALOG(R)File 613:PR Newswire

00648247 20010927CGTH017 (USE FORMAT 7 FOR FULLTEXT)
Proxy Communications Adds 2nd eOn Communications System
PR Newswire
Thursday, September 27, 2001 10:28 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 926

TEXT:
...Wichita, Kansas, and Dallas locations.
     Proxy's Dallas and Wichita contact centers boast nearly 200 **customer**
service representatives who provide **customer** service, **order** processing,
 consumer affairs and seminar registration programs for Proxy's clients
across
the country. eOn's networking...

...queue.
     "Our goal is to partner with our clients, offering them a complete
solution for **order** processing and ongoing **customer** service," said Jill
Turner,
general manager of Proxy's operations in Dallas. "eOn's eQueue...
...center offering a comprehensive
and unified solution for customer interaction management. The universal or
single **queue** approach enables contact centers to interact more
efficiently
with their customers regardless of the **media** . The eQueue applications
include

multimedia routing of all interaction types with robust ACD functionality,
complete telephony capability, e-mail...

...service bureau with contact
centers located in California, Kansas and Texas. Proxy specializes in
inbound
 order processing and **customer** service applications and partners with
many
companies to develop custom solutions to fit the needs...

 12/3,K/18   (Item 18 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00614835 20010724CGTU034 (USE FORMAT 7 FOR FULLTEXT)
Lillian Vernon Selects Eon Communications for Its Contact Centers
PR Newswire
Tuesday, July 24, 2001 08:56 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 917

TEXT:
...and the company's seasonal
contact center in New Rochelle, New York. More than 750 **customer** service
representatives handle up to 290,000 **orders** during their peak week. eOn
will
network Lillian Vernon's Virginia location with its New...

...Annual revenues exceed a quarter of a
billion dollars from more than 4.4 million **orders** .

    " **Customer** satisfaction is the key to the success of our business, so
choosing customer contact technology...

...eOn eQueue(TM) Multi-Media Contact Center Solution
    The eOn eQueue(TM) is a multi- **media** contact center offering a
comprehensive and unified solution for customer interaction management.
The
universal or single **queue** approach enables contact centers to more
efficiently
interact with their customers regardless of the **media** . The eQueue
applications **include** multi- **media** routing of all interaction types with
robust
ACD functionality, complete telephony capability, e-mail, Web...

 12/3,K/19   (Item 19 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00577414 20010521SFM122 (USE FORMAT 7 FOR FULLTEXT)
**Genesys Launches Packaged Solutions Strategy for 'Ready-to-Run' Multimedia
Contact Centers**
PR Newswire
Monday, May 21, 2001 13:21 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 843

...for
intelligent customer routing and segmentation, including multimedia and
skills-based routing strategies that incorporate **customer** data, revenue
opportunities and business **rules** into the decision-making process.
Express
Edition features a single point of management across all...

...revenue" volume.
Contact center managers also can view revenue-based measurements, such as
"Revenue in **Queue** " and "Abandoned Revenue" -- all visible by **media** type
or
customer tier.
      Open, Integrated Approach **Delivers** "True" Universal **Queue**
      Express Edition features Genesys' proven Universal **Queue** approach to
interaction management, allowing businesses to offer the full range of
communications channels to...

  12/3,K/20   (Item 20 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00499502 20010123CHTU014   (USE FORMAT 7 FOR FULLTEXT)
**Eon Communications Announces Web Chat Capability for Customer Contact
Centers And E-Centric Businesses**
PR Newswire
Tuesday, January 23, 2001 08:56 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 846

...customer can request a chat
session with an available representative. The WebCenter's fully blended
media
 queue manages all Web-based interactions, offering complete control for
e-
commerce sites and call center management. Managers can route e- **mail** and
Web
communications using skills-based, dynamic and **priority** routing options,
ensuring that **customers** can communicate with the most qualified agents in
the
least amount of time. Additionally, extensive...

  12/3,K/21   (Item 21 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00389833 20000807SFMM02   (USE FORMAT 7 FOR FULLTEXT)
Shugart Technology Releases Scsicalc(TM) Test Software for Storage Networks
PR Newswire
Monday, August 7, 2000 08:02 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 574

...Pending). The calculator keys are programmable to user-set
commands or sequences of commands. The **user** simply specifies which
parameters

are to be logged and subsequently automatically reported in easy to understand
language. The most...

...performs production testing, field service troubleshooting and
product compliance testing, and supports testing of disk, **tape** , CD-ROM, and
automated data storage library devices. Some examples of test routines covered
 include discovery testing, test cases, **ordered   sequences** , prompting logic, and
go/no go.

    Shugart Technology is developing a series of complementary test...

 12/3,K/22   (Item 22 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00343430 20000530CGTU007 (USE FORMAT 7 FOR FULLTEXT)
Apropos Technology Selected by Veritas Software for Its Worldwide Technical Support Centers
PR Newswire
Tuesday, May 30, 2000 09:30 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 902

TEXT:
...VERITAS Software's customers to communicate with the
technical support center through a variety of **media** , **including** E- **mail** , inbound
and outbound voice calls and voicemail, all managed within a visual multimedia
 queue . VERITAS Software ensures the continuous availability of
business-critical information by delivering integrated, cross-platform...

...companies, as well as emerging dot.coms,
enabling them to effectively manage all of their **customer** interactions. Using
business- **rules** driven prioritization and escalation for each interaction,
companies can manage each interaction uniquely, based on...

 12/3,K/23   (Item 23 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00275868 20000301SFW022 (USE FORMAT 7 FOR FULLTEXT)
Oracle Provides Comprehensive Solutions for Call Center, Web And E-Mail Customer Interactions
PR Newswire
Wednesday, March 1, 2000 08:01 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 928

TEXT:
...customer communication channels, and

by integrating all customer interactions with back-office systems. Key
features **include** Interaction History, which tracks every customer
interaction
regardless of channel or **media** , Universal Work **Queue** , which manages and
prioritizes an agent's **queue** of all incoming and outgoing communications,
enabling the interaction center to operate efficiently and effectively...

...the Oracle e-business suite, the interaction center
capabilities are tightly integrated with all other **customer** -related
functions,
including marketing, sales, service, payment and **order** history, financial
information and inventory. This enables an enterprise to personalize its
marketing messages, optimize...

12/3,K/24   (Item 24 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00249273 20000119SFW095 (USE FORMAT 7 FOR FULLTEXT)
Aspect Communications Announces Record Revenues for Fourth Quarter 1999
PR Newswire
Wednesday, January 19, 2000 16:10 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,937

...that the following products are generally available: Aspect Portal
Multimedia which allows deployment of blended **queues** across all **media**
to
ensure a consistent customer experience; Aspect Customer E- **Mail** which is
a
comprehensive e- **mail** response management system completely integrated
with the
Aspect Customer Relationship Portal; a new version of...

...award winning Aspect Customer Relationship Portal since it became
generally
available in August 1999.
    Significant **orders** received from multiple **customers** in the fourth
quarter
of 1999 including: Amazon.com, Avis Europe plc, Banco Popular de...

12/3,K/25   (Item 25 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00201074 19991025TO002 (USE FORMAT 7 FOR FULLTEXT)
MEDIA SYNERGY(TM)'s flonetwork(TM) EARNS COVETED TRUSTe CERTIFICATION
PR Newswire
Monday, October 25, 1999 08:31 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 679

...very important to us," said
Peter Evans, vice president of marketing at Media Synergy.

    ``In **order** to be successful in reaching our clients' lists of

subscribers ,
 members and consumers, we need to treat their information and names with
absolute respect."

      The TRUSTe...

...TRUSTe ``Watchdog," an easy-to-use dispute resolution mechanism. Sites
that have successfully met TRUSTe **guidelines** are able to display a
``trustmark" seal to inform **users** of their participation in the program.
Founded in 1997, TRUSTe is based in Cupertino, CA...

...over 30 million messages by
October 1999. flonetwork handles every aspect of an outbound e- **mail**
campaign,
 including : superior client services, e- **mail**   **delivery** , list
management,
targeting, testing, personalization, tracking, real-time reporting and data
storage.

      About **Media** Synergy

      Media Synergy (http://www.mediasynergy.com) is a leading provider of
e-mail marketing and e...

   12/3,K/26   (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1461612   DCM006
**Baan Company Extends the Power of Customers' IT Investments With Baan
    E-Enterprise Solution**

DATE: April 26, 1999   09:02 EDT   WORD COUNT: 1,387

...generation information portals, extended supply-chains and sophisticated
selling solutions."

      "One of our top business **priorities**   this year is to develop a
Web-based **customer** - **ordering**   process that integrates with our ERP
system," said Robert Owen, director of IS at Microchip...

... consistency among sales channels, while leveraging the order management
capabilities of ERP and offers:
         Multi- **media**   product catalogs, quotes and   **order**   **list**
 management.
         Self-service lookups for real-time access to key information,
 including
       negotiated prices, product availability, sales order status, and
       invoices.
       Available proven configuration technology enabling even...

...customized content
       maintained by the purchasing department and/or a third party
service.
       Workflow-defined **user** limits and **rules** fully supporting approval
        process with **user** spending limits and **rules** . Integration with
Baan ERP
       for approval and processing of requisitions.

Pricing and Availability

Sample pricing...

12/3,K/27   (Item 2 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0744011   NE001
**BISCOM ANNOUNCES NEW WINDOWS FAX CLIENT FOR AS 400 AT IBM COMMON SHOW IN
   SAN ANTONIO**

DATE: September 22, 1994   09:02 EDT   WORD COUNT: 1,061

...Because the product is tightly integrated with the
AS/400, however, other capabilities are available **including** :
client/server access to the telephone **books** stored in the AS/400,
superior AS/400 security centralized **queue** management with other fax
jobs queued on the AS/400, and automatic batching of faxes...

...directory, or the AS/400-based global
directory, depending on their security status. Other fax **parameters**
that can specified by a **user** include fax description, send date/time,
forms mask, cost center, queue priority, batch number and...

12/3,K/28   (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

0001680628   I82BD8870D45C11DAB6CCC0240552F612
**Middle East Push; As 777 sales center on newest models, Boeing stretches
   787 for a second time**
Michael Mecham; author-wrap/address/address-text.nitf location;
  author-wrap/address/address-text San Francisco
Aviation Week & Space Technology, v164|volume-issue-pages/issue.nitf
pubdata-number, n14, p24
Monday, April 3, 2006
JOURNAL CODE: AW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: Magazine SECTION HEADING: World News & Analysis ISSN:
  0005-2175
WORD COUNT: 1,369

TEXT:

... orders or commitments for 386 airplanes, including 298 firm orders.
After Bair spoke, Qantas formally **added** the 45 787s it pledged to take
last December to Boeing's firm **order** **list** . Two other **customers**
 placed a total of seven **orders** earlier this year.

The 787 order **book** is essentially committed through 2011, even though the
aircraft is still two years away from...

12/3,K/29   (Item 2 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

01421757

FERC rules on generator interconnection; Wood declares end of `slowball game'
Global Power Report (was Independent Power Report), Vol. 23, Issue 9, Pg 1
March 4, 2004
JOURNAL CODE: COG
ISSN: 1095-6441/97
WORD COUNT: 651

TEXT:

... the hope that the rule would mean the ``old slowball game'' of interconnection would be `` **put** **in** the history **books** .'' He also referred to ``the game'' played in **placing** generators in **queues** waiting for hookup as ``almost numbing,'' and said he hoped the rule would relieve applicants...

...hoped ``it doesn't put too much of a burden'' on generators.

    A commission staff **member** told Brownell that very little was heard about the final **rule** from generators, who ``were very pleased'' with it.
    Under FERC's rule, transmission owners can...

...system.

    The ``higher-of'' approach, which is longstanding policy but was not explicit in the **rule** as published last summer, ensures that other **customers** , including utilities' native load, will not subsidize the network upgrades needed by a merchant generator...

   12/3,K/30   (Item 3 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

00988751
ASIA LOGS ON: Across the region, more and more businesses are discovering that they ignore the Net at their peril
By Bruce Einhorn in Hong Kong, with Manjeet Kripalani in Bombay and Michael
  Shari in Singapore

Business Week, Number 3614, Pg 34
February 1, 1999
JOURNAL CODE: BW
SECTION HEADING: Business Week International Editions: Asia Cover Story
ISSN: 0007-7135
WORD COUNT: 2,504

TEXT:

...away as Sweden. The Hong Kong Gen Xers, with 38 customers so far, have a **waiting** **list** of 500 and are desperately **adding** staff. ``Business is great,'' raves Siu, who studied **music** at a Vienna conservatory before switching to the Internet world.

ONLINE CLINIC. In Taiwan, an... to development of the Net. Bombay's Indiabookshop.com, for instance, is able to take **customer** **orders** over the Net. But it is unable to verify credit cards online, since India does

Set	Items	Description
S1	4039383	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET)()IN
S2	1785784	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT
S3	1561907	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	30080	QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVER- Y)(1W)(LIST OR LISTS OR SEQUENCE? ?)
S5	3155689	SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	3694187	DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR S- UPPLY??? OR SUPPLIED
S7	2576202	PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(- 1N)(ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8	1213189	RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9	73	(S1 OR S2)(3N)S3(5N)S4
S10	431174	S5(3N)S6
S11	22330	S10(5N)(S7 OR S8)
S12	0	S9(4S)S11
S13	272528	S5(5N)(S7 OR S8)
S14	99	(S1 OR S2)(3N)S3(S)S4
S15	22	S13 AND S14
S16	14	S15 NOT PY>2003
S17	14	RD (unique items)
S18	4495410	NEW OR ADDITIONAL OR RECOMMEND? OR SUGGEST?
S19	162273	S18(3N)S3
S20	10140	S1(5N)S19
S21	3	S20(15N)S4
S22	6	S20(S)S4
S23	6	RD (unique items)

File 15:ABI/Inform(R) 1971-2006/Sep 18
        (c) 2006 ProQuest Info&Learning
File 610:Business Wire 1999-2006/Sep 19
        (c) 2006 Business Wire.
File 810:Business Wire 1986-1999/Feb 28
        (c) 1999 Business Wire
File 476:Financial Times Fulltext 1982-2006/Sep 18
        (c) 2006 Financial Times Ltd

23/3,K/1   (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

02855059 702886611
Jaycustomer behavior: an exploration of types and motives in the hospitality industry
Harris, Lloyd C; Reynolds, Kate L
Journal of Services Marketing v18n4/5 PP: 339-357 2004
ISSN: 0887-6045 JRNL CODE: JSV
WORD COUNT: 14568

...TEXT: people and vandals", "irate customers", and "psychiatric patients", who due to a variety of motives **including** lengthy **queues** , unavailability of **new titles** , and perceived negative staff attitude, may act in a violent or aggressive manner toward staff...

23/3,K/2   (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

02782988 679277281
New Course of Direction for Student Housing
Adelman, David J
National Real Estate Investor v46n7 PP: 108 Jul 2004
ISSN: 0027-9994 JRNL CODE: NRE
WORD COUNT: 742

...TEXT: address. The successful redevelopment of the property has spurred additional private investment along neighboring blocks, **including** a **new** University-owned **movie** theater and upscale grocery store. Campus Apartments owns and manages more than 3,000 apartments in the area. For each, there's a **waiting list** .

Now is a great time for developers to take advantage of this profitable niche, but...

23/3,K/3   (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00648814 92-63754
What You Can Learn from Your List Broker
Kohn, Florence
Catalog Age v9n11 PP: 137 Nov 1992
ISSN: 0740-3119 JRNL CODE: CTA
WORD COUNT: 796

...ABSTRACT: 3. Structure a circulation plan. 4. Plan mail dates and quantities. 5. Research, recommend, and **order** appropriate **lists** for the mailing. 6. Outline customer service and merchandise fulfillment requirements. 7. Analyze response information...

...structure future mailings. For more experienced mailers, brokers can also provide help in several areas, **including** : 1. **Suggest** alternative **media** opportunities. 2. Provide input on spinoffs. 3. Recommend sales techniques to increase response rates and...

23/3,K/4   (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00592963 92-08136
Backing Up Your Data from the Ground Up
Harbin, Nancy
Computer Technology Review v11n13 PP: 40-44 Nov 1991
ISSN: 0278-9647 JRNL CODE: CTN

...ABSTRACT: manner that ensures simplicity for the workstation end user
and flexibility for the LAN administrator. **Queue** management is a new
backup management feature that monitors script files, keeps track of when
...

...The latest generation of integrated tape libraries provides fast, online
access to information from all **tapes** and backup sets. **Suggestions** for
forming a backup strategy **include** : 1. Buy good media. 2. Make sure
all backup strategies are well documented.

23/3,K/5   (Item 1 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext

0010500129 A20000102213-89-FT
TRAVEL: Go find the wilderness UPDATE JOHN WESTBROOKE:
JOHN WESTBROOKE
Financial Times, London Ed1 ED, P 17
Saturday, January 1, 2000
DOCUMENT TYPE: NEWSPAPER; Features LANGUAGE: ENGLISH   RECORD TYPE:
FULLTEXT SECTION HEADING: TRAVEL
Word Count: 623

TEXT:
...7433 3684. PALACE REVOLUTION: From kings' palaces to crumbling
farmhouses is the promise of Great **Places** to Stay in Europe, a **new**
book from picturesque Dorling Kindersley, listing accommodation in 2000
across western Europe; Pounds 14.99, within...

...money in the city with a London Pass, offering free travel around town
and free, **queue** -jumping entry to more than 40 museums, guided walks,
cruises, cinemas, cathedrals and so forth...

23/3,K/6   (Item 2 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext

0008042972 B0FGQD7ACDFT
Arts (Openings): London
Financial Times, P 13
Monday, July 17, 1995
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
Word Count: 84

TEXT:
On Friday the summer's first **queue** of promenaders will start to form
outside the Royal Albert Hall. This year marks the...

...BBC Proms. With its eye fixed firmly on the future, this season is full
of **new   music** , **including** premieres by Berio, Birtwistle, Carter,
Knussen, Reich and Weir, to name but half a dozen...

```
Set     Items   Description
S1     4039383  ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR
                APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET)()IN
S2     1785784  DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT
S3     1561907  MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? -
                OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4       30080  QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVER-
                Y)(1W)(LIST OR LISTS OR SEQUENCE? ?)
S5     3155689  SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS
                OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6     3694187  DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR S-
                UPPLY??? OR SUPPLIED
S7     2576202  PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-
                1N)(ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR
                REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8     1213189  RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9          73  (S1 OR S2)(3N)S3(5N)S4
S10     431174  S5(3N)S6
S11      22330  S10(5N)(S7 OR S8)
S12          0  S9(4S)S11
S13     272528  S5(5N)(S7 OR S8)
S14         99  (S1 OR S2)(3N)S3(S)S4
S15         22  S13 AND S14
S16         14  S15 NOT PY>2003
S17         14  RD  (unique items)
File  15:ABI/Inform(R) 1971-2006/Sep 18
         (c) 2006 ProQuest Info&Learning
File 610:Business Wire 1999-2006/Sep 19
         (c) 2006 Business Wire.
File 810:Business Wire 1986-1999/Feb 28
         (c) 1999 Business Wire
File 476:Financial Times Fulltext 1982-2006/Sep 18
         (c) 2006 Financial Times Ltd
```

17/3,K/1   (Item 1 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

02517240 207830401
Movies on demand
Mason, Sarah
IIE Solutions   v34n10 PP: 24-31 Oct 2002
ISSN: 1085-1259 JRNL CODE: INE
WORD COUNT: 2611

...TEXT: another Dell PC and scanner."

With this system, each facility can fill 98 percent of **customer   orders**
- no small feat when the satellite centers deliberately maintain zero
inventory Orders for inventory not...depend on proximity to a distribution
facility and postal service. The time from when customers **mail** a **DVD**
until they receive the next one ranges from two days to more than a week...

...counts as two rentals, and customers have to remember to put both discs
in their **queues** . Critics contend that the average user does not normally
spend $20 per month on rentals...

17/3,K/2   (Item 2 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

02409149 152499411
Integrating contact center channels
Carothers, Michael
Customer Inter@ction Solutions v21n2 PP: 48-52 Aug 2002
JRNL CODE: TLM
WORD COUNT: 2531

...TEXT: of comprehensive and unified customer interaction applications
provides the solution needed to support these new **customer   requirements**
. Despite the rapid pace of technological change, many companies are
challenged with knowing how best...

...system allows companies to use the applications on one platform to
deliver integrated voice, e- **mail** and chat **media** types. As a result,
contact centers are better managed because all channels share the same
database, which allows supervisors to look ahead in the **queue** to gauge
conditions and better manage the company's agents.

Treatment

At this point in...will have another way to determine if the agent is
meeting your company's business **rules** , and what your **customers** thought
of his or her contact with your agent.

Implementation

Once your company has determined...

17/3,K/3   (Item 3 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

01816377 04-67368
Building a call center: A business model
Wright, Suzanne
Credit Union Executive v39n3 PP: 4-11 May/Jun 1999
ISSN: 1053-6744 JRNL CODE: CUE
WORD COUNT: 2241

...ABSTRACT: model can help define a call-center facility that will reduce
overall costs and enhance **member** service. **Guidelines** to building a
call center include: 1. Define your organizational strategy. 2.
Determine staffing and...
...TEXT: the voice-response unit?

Will it allow callers to leave a message in a group **mailbox** ?

Will it play **music** or a marketing message while callers are in **queue** ?

What caller information will the system display to the agent when the call
arrives?

How...

 17/3,K/4   (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01423084 00-74071
Linking the Internet to the call center
Baker, Al
Telemarketing & Call Center Solutions v15n9 PP: 80-86 Mar 1997
ISSN: 0730-6156 JRNL CODE: TLM
WORD COUNT: 1864

...TEXT: blending may provide the solutions.

Today's call center sets the standard for service in **customer**
interaction. Timely handling, qualified agents, **priority** status for key
accounts and ties to customer database information are the norm. Similar
quality...

...how media might otherwise be managed in the call center. If, for
example, important, nonvoice **customer** communiques received low **priority**
, those **customers** might not come back. Productivity on nonvoice
transactions should not be limited to preCTI levels...

...to optimize the transaction.
While these transactions are taking place in the call center, the **media**
-blending application **sends** the customer a confirmation of his or her
status in the **queue** . When an appropriate agent is available, the
media-blending application tells the PBX to place...video servers - and
uses available information to prioritize and route the transactions in an
intelligent, **orderly** , automated manner.

Prioritization of **customer** inquiries is critical. In today's call center,
a call may receive a higher priority...

 17/3,K/5   (Item 5 from file: 15)

01391798   00-42785
Everything you wanted to know about digital video editing at the desktop
Ozer, Jan
EMedia Professional   v10n3   PP: 36-50+   Mar 1997
ISSN: 1090-946X   JRNL CODE: LDP
WORD COUNT: 7851

...TEXT: projects. This allows developers to edit a number of captured
clips, cutting heads and tails, **adding** filters, **titles** and other
effects, selecting output options and then saving the project. When it's
time to go home, you can **queue** up the projects for overnight or weekend
processing, which makes for a big time saver...

...are offered at compression time. Note also that both DVP and Media
Studio allow the **user** to customize filter **settings** on the time line
while Premiere doesn't, neither at compression time nor on the...

  17/3,K/6   (Item 6 from file: 15)

00940043   95-89435
Video-on-demand emerges as RAID "killer application"
Ferelli, Mark
Computer Technology Review   Supplement   PP: 90-94   Summer/Fall 1994
ISSN: 0278-9647   JRNL CODE: CTN
WORD COUNT: 1582

...TEXT: parity, particularly on read-only, video type files."

RAID Not The Whole Answer

Responding to **customer** **requirements** , AT&T's next generation RAID 3
subsystem will feature a new configuration: highly variable...

...is frequently requested, it could still be in the RAID subsystem. In
that case, the **film** would be **placed** in **queue** for broadcast. If the
film is less popular, a request will go to an optical...

  17/3,K/7   (Item 7 from file: 15)

00728366   93-77587
Landing the Right Loan System   Loan Automation Buyer's Guide
Stetenfeld, Beth
Credit Union Management   v15n7   PP: 28-39   Jul 1992
ISSN: 0273-9267   JRNL CODE: CUM
WORD COUNT: 7284

...TEXT: to CreditRevue increases direct marketing effectiveness for
financial institutions. Whether the marketing effort is direct **mail** ,
multi- **media** or telephone sales, CrossSell's prospect analysis and lead
segmentation allow you to target the...

...screen-to-screen movements. Scripts may be used to field member inquiries. A user-maintained **Queue** Manager sends leads to appropriate sales reps, while the system automatically tracks the movement of...in the secondary market. All documentation is in full compliance with NCUA and secondary market **requirements** . Nationwide investors compete for your **member** 's mortgage by offering the lowest interest rates, The Mortgage Solution includes continuous underwriting, closing...including assets, liabilities and work history, for every borrower and co-borrower. The package incorporates **user** -defined **parameter** files to maintain control of global information, automatically calls credit bureaus for credit reports, and...

17/3,K/8   (Item 8 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)
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00695807 93-45028
Sears' Big Book is history
Hoke, Henry Jr
Direct Marketing v55n11 PP: 80 Mar 1993
ISSN: 0012-3188 JRNL CODE: DIM
WORD COUNT: 845

...TEXT: generate big store traffic as well as mail order sales.

What about Sears' huge mail **order   list** , possibly 20 million? A new unit, Sears Direct Response, is planning to explore "sponsored" catalogs...

...by revising the cover masthead to read: Montgomery Ward presents Lillian Vernon, for example. Such **books** would be **mailed** to the most productive segments of the Ward list. Montgomery Ward earns a commission on...

...test for 16 catalog companies. In only 10 weeks, a group of 4,000 ScanFone **customers** placed 1,500 **orders** valued at $100,000.

Profound change is upon us. The digital phenomenon is worldwide. So...

17/3,K/9   (Item 9 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)
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00648814 92-63754
What You Can Learn from Your List Broker
Kohn, Florence
Catalog Age v9n11 PP: 137 Nov 1992
ISSN: 0740-3119 JRNL CODE: CTA
WORD COUNT: 796

...ABSTRACT: 3. Structure a circulation plan. 4. Plan mail dates and quantities. 5. Research, recommend, and **order** appropriate **lists** for the mailing. 6. Outline **customer** service and merchandise fulfillment **requirements** . 7. Analyze response information and structure future mailings. For more experienced mailers, brokers can also provide help in several areas, **including** : 1. Suggest alternative **media** opportunities. 2. Provide input on spinoffs. 3. Recommend sales techniques to increase response rates and...
...TEXT: recommend and order appropriate lists for the mailing.

7. Assist you in preparing merge/purge **specifications** and key codes.

8. Outline **customer** service and merchandise fulfillment **requirements** .

9. Analyze response information and structure future mailings.

All of these value-added consulting services...

 17/3,K/10   (Item 10 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00635569 92-50509
SAA Distributed File Access to the CICS Environment
Deinhart, Klaus
IBM Systems Journal v31n3 PP: 516-534 1992
ISSN: 0018-8670 JRNL CODE: ISY
WORD COUNT: 8209

...TEXT: specific to the application functions needed and the environment
connected, so that a change in **user** **requirements** or changes in the
hardware and software environment often require the programs to be modified
...applications can read and write records of individual files, thus
minimizing the interference between concurrent **users** . In **order** to let
users see the latest information as soon as possible, and to prevent one
user from blocking...

...concurrent users. For example, two separate customers of a travel agency
may only want to **book** a flight that **includes** a free hotel room and
rental car. All these operations must be booked and confirmed...

...such as Virtual Storage Access Method (VSAM) files, databases, CICS
temporary storage or transient data **queues** , or CICS messages. A CICS sync
point command can perform either a commit or a...

 17/3,K/11   (Item 11 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00592963 92-08136
Backing Up Your Data from the Ground Up
Harbin, Nancy
Computer Technology Review v11n13 PP: 40-44 Nov 1991
ISSN: 0278-9647 JRNL CODE: CTN

ABSTRACT: Certain objective **guidelines** can be used to help **customers**
devise a strategy to protect their data. The hardest part of the process
is prioritizing...

...manner that ensures simplicity for the workstation end user and
flexibility for the LAN administrator. **Queue** management is a new backup
management feature that monitors script files, keeps track of when...

...access to information from all tapes and backup sets. Suggestions for
forming a backup strategy **include** : 1. Buy good **media** . 2. Make sure
all backup strategies are well documented.

17/3,K/12   (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
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00850124 20030210041B8944   (USE FORMAT 7 FOR FULLTEXT)
Call Center Las Vegas 2003 Exhibitor Profiles
Business Wire
Monday, February 10, 2003 17:15 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE:· NEWSWIRE
WORD COUNT: 7,004

...and their leadership teams. CCLS offers on-site training
delivery, e-Learning online, and e- **Books** online. Agent Curriculum
 includes 20+ courses covering Customer Care, Call Center, and Sales
skills. Leadership Skill Curriculum includes: CIAC...R) brings integrated,
real-time alerts and reporting to contact centers. It collects and
combines **queues** and information from ACDs, e-mail, web-service and
others. It creates a single unified...Contact Center
Solution offers a comprehensive, unified solution for customer
interaction management. The eQueue applications **include** multi- **media**
routing of all interaction types with robust ACD functionality,
complete telephony capability, e-mail, Web...Intelligence is a bundled
software communications
application suite specifically designed to meet the demanding
performance **requirements** of **customer** -driven organizations. CIC's
comprehensive all-in-one architecture eliminates the cost and time
associated...tools and services available. Our platform enables us to
provide customized solutions designed to exceed **customer**   **requirements**
regardless of network environment.
Company:

17/3,K/13   (Item 2 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00563230 20010730211B3954   (USE FORMAT 7 FOR FULLTEXT)
**Artisoft Breaks Price Performance Barrier With TeleVantage 4.0 and
Comprehensive Call Center Solution-Feature-Rich Call Center Capabilities
Priced at $250 per Seat To Address Mid-Market Needs**
Business Wire
Monday, July 30, 2001 08:04 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,072

...to enable "virtual" call
centers staffed by contract or remote workers

-- Adjustable, data-driven call **priority** to support calls from premier
 customers

-- Graphical system administration for "point-and-click" design of **queues**
'
 including different **music** or hold prompts depending on the **queue** , and
per-agent and per- **queue** settings for permissions and agent wrap-up time
-- Flexible queue design with the ability to...

17/3,K/14   (Item 3 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00563004 20010727208B3744   (USE FORMAT 7 FOR FULLTEXT)
**ICCM 2001 Exhibitor Profiles; Conference and Exposition Opens Next Week in
Chicago**
Business Wire
Friday, July 27, 2001 17:46 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 6,169

...Solution offers a
comprehensive and unified solution for customer interaction
management. The universal or single **queue** approach enables contact
centers to more efficiently interact with their customers regardless
of the **media** . The eQueue applications **include** multi- **media** routing of
all interaction types with robust ACD ...the
knowledge they have gained in the classroom with the skills they will
need in **order** to successfully handle **customer** calls, while
concurrently increasing the agent's productivity and proficiency
levels.

Company: SpeechWorks International, Inc...

```
Set      Items   Description
S1     4039185   ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR
                 APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET)()IN
S2     1785666   DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT
S3     1561828   MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? -
                 OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4      510482   QUEUE OR QUEUES OR LIST OR LISTS
S5     3155512   SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS
                 OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6     3694002   DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR S-
                 UPPLY??? OR SUPPLIED
S7     2576090   PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-
                 1N)(ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR
                 REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8     1213153   RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9     4495410   NEW OR ADDITIONAL OR RECOMMEND? OR SUGGEST?
S10      24540   S5(3N)S6(3N)S7
S11      52560   S5(5N)S8
S12     162262   S9(3N)S3
S13       9655   S12(3N)(S1 OR S2)
S14        151   S13(5N)S4
S15          6   S14(4S)(S10 OR S11)
S16          6   RD  (unique items)
File  15:ABI/Inform(R) 1971-2006/Sep 18
         (c) 2006 ProQuest Info&Learning
File 610:Business Wire 1999-2006/Sep 19
         (c) 2006 Business Wire.
File 810:Business Wire 1986-1999/Feb 28
         (c) 1999 Business Wire
File 476:Financial Times Fulltext 1982-2006/Sep 18
         (c) 2006 Financial Times Ltd
```

16/3,K/1   (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

02349767 115652150
Multimedia ministries
Zielinski, Dave
Presentations v16n4 PP: 28-36 Apr 2002
ISSN: 1072-7531 JRNL CODE: PRS
WORD COUNT: 3886

...TEXT: economy," Barlow says. "In talking with dealers, a few even say
they've switched marketing **profiles** away from corporate **customers** to
the church market."

The multimedia worship experience

In addition to better equipment, today's...

...experience. For church staff, presentation software also offers a more
efficient way to manage and **add** **new** **titles** to song **lists** , with no
need to print and distribute song sheets.

The arrival of worship-- specific presentation...

16/3,K/2   (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

02152387 66636288
Pioneering portals: MyLibrary@NCState
Morgan, Keith; Reade, Tripp
Information Technology & Libraries v19n4 PP: 191-198 Dec 2000
ISSN: 0730-9295 JRNL CODE: JLA
WORD COUNT: 4808

...TEXT: further exploration. However, there were, and continue to be,
significant questions to answer, including scalability, **profile**
enhancements, improved **user** interface, administration and maintenance,
infrastructure integrity, documentation, and other issues. The immediate
challenge was to...

...Current Awareness is a service allowing subscribers to receive and
search on a regular basis **lists** of **new** **books** that are **added** to the
library's collection. Using Library of Congress classification numbers,
subscribers can create any...

16/3,K/3   (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

00913969 95-63361
CD Plus: A new home for BRS
Van Camp, Ann J
Online v18n5 PP: 61-68 Sep/Oct 1994
ISSN: 0146-5422 JRNL CODE: ONL
WORD COUNT: 4018

...TEXT: a valuable asset and one of the reasons CD Plus acquired BRS.
According to a **Customer   Profile** in second issue of the BRS Colleague ->
CDP Colleague newsletter, Emory University Health Science Center...

...sources as well as providing graphics capabilities to display charts,
tables and figures. My wish **list** for **new** titles   includes   all
American Medical Association journals, the removed Saunders titles such as
Current Therapy, and updated...

 16/3,K/4   (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
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0001276930   I13E4F580BC0911D99B6782DB3B3692F7   (USE FORMAT 7 FOR FULLTEXT)
**Traffic.com Secures $20 Million in Funding; Product Innovation, New
Partnerships, and Expanding Coverage Also Mark First Quarter Milestones**
Business Wire
Tuesday, May 3, 2005 T18:27:00Z
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 771

...cityscapes through which their viewers drive daily.

An expanding partner and client list includes high- **profile   customers** .

Nearly all independent radio stations and over 40 television and cable
stations are included among Traffic.com's growing **list** of partners. **New**
high- **profile** broadcast **media   customers   include** The Weather Channel,
twelve additional Viacom-owned CBS and UPN television stations, Cox Radio
Stations...

 16/3,K/5   (Item 2 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00804137 20021104308B5873   (USE FORMAT 7 FOR FULLTEXT)
**Belgium's Fortis Bank Selects Convera to Power Secure Section of Corporate
Intranet**
Business Wire
Monday, November 4, 2002 08:05 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 790

...soon as a new document is posted
that is relevant to their interests.

The software **delivers** a **list** of **new** titles each morning that match
a **user** 's
 profile , with links to the full documents. **Users** can quickly modify or
update
 profiles using the intranet, making the system particularly valuable.

Prior to the installation of RetrievalWare, as...

 16/3,K/6   (Item 3 from file: 610)

00736968 20020626177B0556 (USE FORMAT 7 FOR FULLTEXT)
Buy.com Book Sales Soar; Book Revenue Increases by More Than 800%, New Customer Accounts Nearly Triple
Business Wire
Wednesday, June 26, 2002 08:05 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 492

...that customers seem to be looking for: lowest
prices, free shipping, largest selection and excellent **customer** service.
If
those are the **parameters** -- as **consumers** have indicated today -- then
Buy.com
will win their business every time."

Buy.com has...

...features a catalog of
more than 1 million book titles in a variety of categories, **including**
New York
Times Bestseller **titles** currently offered at 50% off **list** price.

"Consumers are realizing that Buy.com has a large book selection and that
we...

```
Set     Items    Description
S1    18512883    ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR
                  APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET)()IN
S2    11494063    DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT OR MAN-
                  AG???
S3     7115823    MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? -
                  OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4      181298    QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVERY
                  OR RENTAL)(1W)(LIST OR LISTS OR SEQUENCE? ?)
S5    10938217    SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS
                  OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6    13782586    DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR S-
                  UPPLY??? OR SUPPLIED
S7    11240012    PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-
                  1N)(ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR
                  REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8     2904825    RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9         513    (S1 OR S2)(4N)S3(10N)S4
S10     622926    S5(7N)(S7 OR S8)
S11         34    S9(4S)S10
S12         21    S11 NOT PY>2003
S13         21    RD  (unique items)
File  20:Dialog Global Reporter 1997-2006/Sep 19
          (c) 2006 Dialog
```

13/3,K/1
DIALOG(R)File 20:Dialog Global Reporter

31141491 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Sonic   Debuts   DVD   Producer 4 and SD-2000 Encoding for Windows XP
    Professional; New Features, Power, and Productivity for Creative DVD
    Producers**
BUSINESS WIRE
September 12, 2003
JOURNAL CODE: WBWE   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1192

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   from the authoring system that exactly matches the playback
characteristics of a DVD player to **deliver** WYSIWYG title checking during
the authoring process. PlayList **Manager** - **DVD** Producer 4 allows **users**
to simply create multiple independent playback **order** **lists** of their
 DVDs assets with up to 64,000 possible links, controlling all aspects of
starting position, audio...

13/3,K/2
DIALOG(R)File 20:Dialog Global Reporter

30010563 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Netflix Selects Imperial SSD Accelerators for Application Speed Up; 20
    Times Faster Performance Than Disk**
BUSINESS WIRE
July 07, 2003
JOURNAL CODE: WBWE   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 549

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   subscribers with generally next-day delivery. The company also
provides background information on DVD   releases, **including** critic
reviews,   member   reviews   and   ratings, and   personalized **movie**
 recommendations.
     "Every **customer** **order** generates multiple database inquiries, which
makes the **customer** rental **queue** table, or list of **movies** the customer
is waiting for, a critical one that requires high I/O rates," said...

13/3,K/3
DIALOG(R)File 20:Dialog Global Reporter

26923156 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Motors (A Month On Route 66): Hanging a right for Leon's diner - The 'Main
    Street of America' and the 'Mother Road' it has become a motoring icon.
    So where else would you find Geoff Hill**
IRISH TIMES
January 08, 2003
JOURNAL CODE: FIRT   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1046

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   ordered, then sat in their cars and tucked in. Sort of like a
drive-in **movie** without the **movie** . I took my **place** in the **queue** and
finally arrived at the window.
     If you've ever eaten in America, you will...

13/3,K/4
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

26748441 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Health Issues new-to-market names via IDM
PRECISION MARKETING
December 20, 2002
JOURNAL CODE: FPM   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 174

     Health Issues, the health **book** publisher, has released its mail
 order   **list**   of 63,446 named **customers** through Independent Direct
Marketing (IDM). The new-to-market list consists of individuals who have
...

13/3,K/5
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

25217160 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Starting out
Wendy Grossman
DAILY TELEGRAPH
September 30, 2002
JOURNAL CODE: FDTL   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 728

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   if 100 people sign up for the service tomorrow, and 80 of them put
that **title** in their rental **queues** . . .
     The company has recently, in response to customer requests, **added**
 sections for TV shows and Indian **movies** .
     Mr Gardner and Mr Bosher funded the company themselves until the
launch. A couple of...

13/3,K/6
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

24869274 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Global Graphics: Global Graphics unveils simple yet powerful color workflow
   solution for desktop and large format proofing and printing
M2 PRESSWIRE
September 10, 2002
JOURNAL CODE: WMPR   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 988

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   well as letting users specify crop quantity, among other functions.
Jobs are automatically held in **queue** if the target output **media** is not
loaded in the device.
      Color management capabilities **include** pre-configured color setups
and ICC output profiles for target proofing media and resolution, ICC...

... for most printing color standards, and automated calibration tools that
make it easy for the **user** to create their own **profiles** to ensure
optimal quality color from their color printer.
      When bundled with high-speed, high...

 13/3,K/7
DIALOG(R)File 20:Dialog Global Reporter
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24869061   (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Global Graphics(R) Unveils Simple Yet Powerful Color Workflow Solution For
   Desktop and Large-Format Proofing and Printing**
PR NEWSWIRE (US)
September 10, 2002
JOURNAL CODE: WPRU   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 995

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   well as letting users specify crop quantity, among other functions.
Jobs are automatically held in **queue** if the target output **media** is not
loaded in the device.
      Color management capabilities **include** pre-configured color setups
and ICC output profiles for target proofing media and resolution, ICC...

... for most printing color standards, and automated calibration tools that
make it easy for the **user** to create their own **profiles** to ensure
optimal quality color from their color printer.
      When bundled with high-speed, high...

 13/3,K/8
DIALOG(R)File 20:Dialog Global Reporter
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24087716   (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Plasmon Announces Two New AIT Tape Autoloaders; Provides Users an Ideal
   Entry Into Automated Data Storage**
PR NEWSWIRE (US)
July 26, 2002
JOURNAL CODE: WPRU   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 705

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   for high capacity, high performance, affordable, reliable and
scalable data storage."
      The new Plasmon AIT **tape** autoloaders are certified by all the major
backup software developers. Available for immediate **delivery** , **list**
  prices start at $8000.
      Plasmon also designs and manufactures **tape** libraries for LTO
technology with native storage capacities up to 10.2TB. "The new AIT...

13/3,K/9
DIALOG(R)File 20:Dialog Global Reporter

18870612   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Nortel Networks Rolls Out Business Communications Manager 2.5 in Europe
BUSINESS WIRE
September 18, 2001
JOURNAL CODE: WBWE   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 761

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   80 call centre agents and increases in the number of skill sets,
call treatments and **queues** that can be configured. BCM 2.5 also **includes**
 multi- **media** call centre functionality, **including** Voice Button for call
center/Web page integration.
       Upgrade kits will be available for existing...

13/3,K/10
DIALOG(R)File 20:Dialog Global Reporter

18073612   (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Artisoft   Breaks Price Performance Barrier With TeleVantage 4.0 and
   Comprehensive Call Center Solution**
BUSINESS WIRE
July 30, 2001
JOURNAL CODE: WBWE   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1067

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   to support calls from premier customers
       -- Graphical system administration for "point-and-click" design of
queues   , **including** different **music** or hold prompts depending on the
queue   , and per-agent and per- **queue** settings for permissions and agent
wrap-up time
       -- Flexible queue design with the ability to...

13/3,K/11
DIALOG(R)File 20:Dialog Global Reporter

16793621   (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Genesys Launches Packaged Solutions Strategy for 'Ready-to-Run' Multimedia
   Contact Centers**
PR NEWSWIRE
May 21, 2001
JOURNAL CODE: WPRW   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 829

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   business data such as "gold-tier" customer transactions and
"up-sell revenue" volume. Contact center **managers** also can view
revenue-based measurements, such as "Revenue in **Queue** " and "Abandoned

Revenue" -- all visible by **media** type or customer tier.
     Open, Integrated Approach **Delivers** "True" Universal **Queue**
     Express Edition features Genesys' proven Universal Queue approach to
interaction management, allowing businesses to offer...

   13/3,K/12
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

16664735 (USE FORMAT 7 OR 9 FOR FULLTEXT)
GENESYS: Genesys launches packaged solutions strategy for 'ready to run'
   multimedia contact centres; New Genesys Express line of solutions to
   speed deployments with model environments for routing, reporting and
   measurement
M2 PRESSWIRE
May 14, 2001
JOURNAL CODE: WMPR   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 850

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   business data such as "gold-tier" customer transactions and
"up-sell revenue" volume. Contact centre **managers** also can view
revenue-based measurements, such as "Revenue in **Queue** " and "Abandoned
Revenue" - all visible by **media** type or customer tier.
     Open, Integrated Approach **Delivers** "True" Universal **Queue**
     Express Edition features Genesys' proven Universal Queue approach to
interaction management, allowing businesses to offer...

   13/3,K/13
DIALOG(R)File 20:Dialog Global Reporter
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15033964 (USE FORMAT 7 OR 9 FOR FULLTEXT)
eOn Communications Announces Web Chat Capability for Customer Contact
   Centers and e-Centric Businesses
PR NEWSWIRE
January 23, 2001
JOURNAL CODE: WPRW   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 804

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   center management. Managers can route e-mail and Web communications
using skills-based, dynamic and **priority** routing options, ensuring that
 customers can communicate with the most qualified agents in the least
amount of time. Additionally, extensive...

   13/3,K/14
DIALOG(R)File 20:Dialog Global Reporter
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12899131 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Cisco Systems Ships Version 4.0 of Its E-mail Messaging System, Cisco
   E-Mail Manager; Cisco E-Mail Manager Key Component of Cisco Customer
   Contact Software Platform
BUSINESS WIRE

September 19, 2000
JOURNAL CODE: WBWE   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1099

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   allows
     business administrators to create and manage a sophisticated
     set of hierarchical business rules for **managing** a large volume
     of free-form e- **mail** , structured forms, and other **media** ;
     -- Effective management tools that provide contact center
      managers the ability to monitor and assign message **queues** to
     ensure service level goals are being met;
     -- Flexible productivity tools that give managers the...

   13/3,K/15
DIALOG(R)File 20:Dialog Global Reporter
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12190859   (USE FORMAT 7 OR 9 FOR FULLTEXT)
**New   Alcatel   Software   Extends   Multi-Media   Customer   Interaction and
   E-business Capabilities to Contact Centers**
BUSINESS WIRE
August 01, 2000
JOURNAL CODE: WBWE   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 760

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   s patented main display features a matrix that a supervisor can use
to assign multi- **media**   contacts to   **queues** and **manage** and monitor
distribution of the contacts to the appropriate agent groups. Easy-to-read
icons...

   13/3,K/16
DIALOG(R)File 20:Dialog Global Reporter
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11176708   (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Baan Extends its Business-to-Business Sales And Marketing Solution With
   Launch of New E-CRM Suite**
PR NEWSWIRE
May 24, 2000
JOURNAL CODE: WPRW   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 937

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   qualification -- or response to inbound enquiries -- whether via
telephone, Web or email -- can also be **managed** by the interaction team.
Incoming interactions are   **managed**   in one multi- **media**   **queue** ,
identified automatically, prioritized by reference to customer or prospect
data, and allocated to the most...

   13/3,K/17
DIALOG(R)File 20:Dialog Global Reporter
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09238073 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Aspect Communications Announces Record Revenues for Fourth Quarter 1999
PR NEWSWIRE
January 19, 2000
JOURNAL CODE: WPRW   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1112

    (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   award winning Aspect Customer Relationship Portal since it became
generally available in August 1999.
    Significant **orders** received from multiple **customers** in the fourth
quarter of 1999 including: Amazon.com, Avis Europe plc, Banco Popular de...

  13/3,K/18
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

08041057 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**24/7 Media Introduces "24/7 Connect", Next Generation Online Ad Serving and
    Management System**
BUSINESS WIRE
November 02, 1999
JOURNAL CODE: WBWE   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 704

    (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   ad delivery with 24/7 Mail, sponsorship, and local market
components, allowing advertisers to effectively **manage** both online and
offline campaigns. 24/7 Connect will also offer an industry-first e- **mail**
 delivery and **list** management module to support 24/7 **Media** 's
pioneering email division.
    The Company also announced that in August 1999, it received a...

... Product" solution and pre-built targeted packages, representing a
compendium of the most frequently requested **user** targeting **profiles** .
For Web publishers, 24/7 Connect includes a fully automated targeted
advertisement screening process, simplified...

  13/3,K/19
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

05020590 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Sonic Solutions Automates DVD-Video and DVD-ROM Production; Web-based Sonic
   AutoDVD Maximizes DVD Production Throughput**
BUSINESS WIRE
April 20, 1999
JOURNAL CODE: WBWE   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 897

    (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   a leader in advancing DVD-Video and DVD-Audio technology and is a
full voting- **member** of the DVD Forum, the standards- **setting** body for the
DVD format. Sonic Solutions can be contacted on the web at www...

13/3,K/20
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

03627157   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Applix   And   ATIO   Unveil   CyberCall   for   Applix   Enterprise,   the   First
   Communication-Centered Customer Relationship Management Solution
BUSINESS WIRE
December 02, 1998
JOURNAL CODE: WBWE   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 1191

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   s needs rather than sending the request to various departments
around the company, while the **customer** is waiting for the **order** to be
filled. This ensures that the **customer** will get the exact respirator they
need, without time delays in getting it to the...

13/3,K/21
DIALOG(R)File 20:Dialog Global Reporter
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03177325   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Video   B-Roll   Via Satellite - Chaptersglobe.Com Launches: Canada's Largest
   Online Bookstore Open For Business
CANADA NEWSWIRE
October 20, 1998   10:54
JOURNAL CODE: WCNW   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 207

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   sample of audio interview from web site, shots of Chapters stores
and The Globe and **Mail** , shots of Chapter's state-of-the-art fulfilment
centre, shots of book **order** selection **sequence** , shots of **customers**
 browsing.
      STATIONS FOR FURTHER INFORMATION, PLEASE CALL: Shari Schwartz or Scott
Evans, Fleishman-Hillard (416...

Set	Items	Description
S1	19201	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET)()IN
S2	12959	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT OR MAN-AG???
S3	5212	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	107	QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVERY OR RENTAL)(1W)(LIST OR LISTS OR SEQUENCE? ?)
S5	19300	SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	22440	DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR S-UPPLY??? OR SUPPLIED
S7	7172	PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-1N)(ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8	2367	RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9	2962	(S1 OR S2)(S)S3
S10	13	S9 AND S4
S11	5	S10 AND (S7 OR S8)

File 256:TecInfoSource 82-2006/Jan
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11/3,K/1
DIALOG(R)File 256:TecInfoSource
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02778478   DOCUMENT TYPE: Company

Alibris (778478)
1250 45th St #100
Emeryville, CA 94608 United States
TELEPHONE: (510) 594-4552
FAX: (510) 652-2403
HOMEPAGE: http://www.alibris.com
EMAIL: info@alibris.com

FILE SEGMENT: Directory

CONTACT: Sales Department

EQUITY TYPE: Private
STATUS: Active

SALES: NA

DATE FOUNDED: 1993
REVISION DATE: 00000000
...known for its Alibris.com Web site, which sells used, new, and
out-of-print **books** , CDs, vinyl records, **DVDs** , and **VHS tapes** to
general consumers, libraries, wholesalers, and retailers. The firm's
catalog encompasses 60 million **titles** . The company keeps 500,000 **titles**
in stock. It lists **books** from 3,500 booksellers in 22 countries. Alibris
offers libraries consolidating shipping, free search, collection
development consulting, and other services. It provides wholesalers with
customized **order** fulfillment services. The company offers retailers
Electronic Data Interchange (EDI) **ordering** and invoicing, branded
customer fulfillment processing, and other tools. Alibris provides all
customers with online account management, **ordering** , wish **list** , and
title , author, and subject search tools. The **Book** Fetch service notifies
customers about requested **books** that have been **added** to the Alibris
inventory.

11/3,K/2
DIALOG(R)File 256:TecInfoSource
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00157275   DOCUMENT TYPE: Review

PRODUCT NAMES: ActiveBatch 5.0 (103373)

TITLE: ActiveBatch Deftly Juggles OS Jobs With Finesse
AUTHOR: McCown, Sean
SOURCE: InfoWorld,   v27 n45 p60(2) Nov 7, 2005
ISSN: 0199-6649
HOMEPAGE: http://www.infoworld.com

FILE SEGMENT: Review
RECORD TYPE: Review
GRADE: A

REVISION DATE: 20060200

...Systems Conceptsk ActiveBatch 5.0 gets excellent marks for tools that
allow administrators to easily **manage** and automate jobs. Manageability
gets the highest possible marks. Many different views of enterprise jobs...

...staff can see current status and instantly view the result of each job
in the **queue** . Icons in the System View show job dependencies and workflow
and are color-coded according...

...operating center), all can see when a problem occurs and where it
occurred. A Run **Book** shows job schedules in a calendar view, and the
Daily Activity View displays job executions...

...up a situation in which ActiveBatch copied and deleted files between
servers. ActiveBatch also e- **mailed** results and performed some actions
when a step on the workflow failed. The test was...

...for a month. ActiveBatch never failed and was stable, quick, and easy to
monitor and **manage** . When a job fails, ActiveBatch can prevent follow-on
jobs from launching, and when any job fails, the solution triggers various
actions, **including** with workflow, in **order** to fix known problems and
restart the process from any point.

11/3,K/3
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00151259   DOCUMENT TYPE: Review

PRODUCT NAMES: NetFlix.com Inc--Company News (876631)

TITLE: Box-Office Star: DVD renter Netflix uses customer-tracking...
AUTHOR: Nash, Kim S
SOURCE: Baseline,   v26 p57(3) Jan 2004
HOMEPAGE: http://www.baselinemag.com

FILE SEGMENT: Review
RECORD TYPE: Company

REVISION DATE: 20040730

Netflix, which rents **DVDs** online, uses customer-tracking software and
hard work to grow its business, but faces competition...

...rented items at any given time, on a rolling basis, for a regular fee. A
queue of wish list of items desired for rental by the customer in the
future is...
...fulfillment center, and Wal-Mart using six. Netflix's five steps for
obtaining and shipping **DVDs** are described. The customer starts the
process by surfing to the Web site and browsing **DVD** **titles** to be rented
and queued, and Netflix's proprietary software checks inventory at the
nearest fulfillment center or the next closest if required, and the **order**
is **shipped** . The customer receives and watches the **DVD** and then returns
in via the USPS in a tear-off self- **mailer** . When the **DVD** goes back to
the fulfillment center, the barcode is scanned to update inventory and the
...

...The cycle starts all over again when return is confirmed; the subscriber
receives an e- **mail** asking for a rating.

DESCRIPTORS: E-Commerce; Entertainment Industry; **Order** Fulfillment;
    Video Stores

11/3,K/4
DIALOG(R)File 256:TecInfoSource
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00146644   DOCUMENT TYPE: Review

PRODUCT NAMES: Digital Video (830268); cleaner XL   (174068)

TITLE: Cleaner Than Before: Discreet introduces its new cleaner XL...
AUTHOR: Turner, Bob
SOURCE: Video Systems,   v29 n3   p31(3) Mar 2003
ISSN: 0361-0942
HOMEPAGE: http://www.videosystems.com

FILE SEGMENT: Review
RECORD TYPE: Review
GRADE: A

REVISION DATE: 20030830

...and the operations workflow are compelling, and designers apparently
have taken lessons from earlier products, **including** Cleaner Central. With
cleaner XL, discreet's engineers have designed a new workflow based on...

...concept of a job document. The job is based on a specific type of input
media , and designers provide a new, more automated information where
content sources are listed. The Output **Profile** and destination locations
are also shown. Output **Profiles** store all encoding values, **including**
all filtering values. When the job is encoded, each Output **Profile** is
encoded with each source file. Users can create templates to use setups
over and over, and an earlier job also can serve as a template. Each Output
 Profile can have more than one Destination with it. Job **Queue** lists job
documents, and with Watch Folders, cleaner XL assigns a **setting** and
output to a location instead of a particular file. Users can create folders
on...

11/3,K/5
DIALOG(R)File 256:TecInfoSource
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00143039   DOCUMENT TYPE: Review

PRODUCT NAMES: EDS--Company News   (852708)

TITLE: Subscription Fulfillment Division Was Never a Good Fit, EDS Says
AUTHOR: Bremner, Kristen
SOURCE: DMNews,   v24 n36   p1(2) Sep 30, 2002
ISSN: 0194-3588
HOMEPAGE: http://www.dmnews.com

FILE SEGMENT: Review
RECORD TYPE: Company

REVISION DATE: 20030330

...began in 1949 as the subscription fulfillment unit of 'Esquire' magazine and has provided subscription **order** management, **list** conversion, payment processing and billing, and label preparation and distribution for publishing clients in the consumer and business magazine and **book** publishing markets. About 20 potential buyers are interested in the division. However, a few large clients left EDS for competitors over the last year, **including** Conde Nast and Gruner + Jahr USA Publishing, which moved their subscription fulfillment processing to Communications...

ProQuest

Databases selected: Multiple databases...

Netflix Spotlights the '70s in American Film: Filmmakers and Movie Experts Discuss Impact on American Culture

PR Newswire. New York: Jun 18, 2003. pg. 1

Companies:	NetFlix (NAICS: 451220, Sic:7822, 7379)
Dateline:	*New York, California*
Publication title:	PR Newswire. New York: Jun 18, 2003. pg. 1
Source type:	Wire feed
ProQuest document ID:	348596301
Text Word Count	617
Document URL:	http://proquest.umi.com/pqdweb?did=348596301&sid=1&Fmt=3&cli entId=19649&RQT=309&VName=PQD

Abstract (Document Summary)

Launched in 1998, Netflix is the world's largest online movie rental service, providing more than one million subscribers with access to a comprehensive library of more than 15,000 DVD titles. For $19.95 a month, Netflix subscribers can rent as many DVDs as they want, with three movies out at a time, and keep them for as long as they like. There are no due dates and no late fees. DVDs are delivered directly to the subscriber's address by first-class mail from shipping centers throughout the United States. Netflix can reach more than half of its subscribers with generally next-day delivery. The company also provides background information on DVD releases, including critic reviews, member reviews and ratings and personalized movie recommendations. SOURCE Netflix

Today Netflix (Nasdaq: NFLX) celebrates this groundbreaking period in cinema with a panel discussion for members of the national media called Decade Uncovered. This inaugural event begins at 3 p.m. in Good Morning America's Times Square Studio. Cinematic pioneers will talk about how landmark movies such as "Taxi Driver," "Apocalypse Now," "Annie Hall" and "Midnight Cowboy" revealed and changed American life and influenced later filmmakers. Netflix will post a 30-minute highlight video of the discussion early next month at Netflix.com. Panelists include:

Full Text (617 words)

Leading DVD Rental Company Introduces a New Generation to Cinematic Milestones

NEW YORK, June 18 /PRNewswire-FirstCall/ -- In the 1970s, Americans wrestled with psychological demons, questioned their government and refashioned their roles in society and family. And for the first time, American filmmakers won the freedom to make gritty movies that dealt with such issues frankly, without artificial happy endings.

Today Netflix (Nasdaq: NFLX) celebrates this groundbreaking period in cinema with a panel discussion for members of the national media called Decade Uncovered. This inaugural event begins at 3 p.m. in Good Morning America's Times Square Studio. Cinematic pioneers will talk about how landmark movies such as "Taxi Driver," "Apocalypse Now," "Annie Hall" and "Midnight Cowboy" revealed and changed American life and influenced later filmmakers. Netflix will post a 30-minute highlight video of the discussion early next month at Netflix.com. Panelists include:

-- Paul Schrader, writer of "Taxi Driver" and "Raging Bull" for director

Martin Scorsese and writer/director of "American Gigolo," and other

films

-- Eric Pleskow, founder of Orion Pictures, which won four best- picture

Oscars under his leadership and CEO of United Artists while its movies

won 10 best-picture Oscars.

-- Reed Hastings, Netflix founder and CEO

-- James Rocchi, Netflix film critic

-- Richard LaGravenese, director of the new 1970s moviemaking documentary

"A Decade Under The Influence" for the Independent Film Channel (IFC).

The Decade Uncovered event draws attention to Netflix's partnership with IFC and the new documentary. In it, pioneering writers, directors and actors talk about the '70s, their films and their colleagues. They are interviewed by a younger generation of filmmakers who elicit passionate insights and previously untold stories. LaGravenese completed the film after the death of original writer-director Ted Demme (Blow).

The film premiered at Sundance in January and will debut on IFC Aug. 20. On Aug. 26, it will become available for rental exclusively by Netflix members. Members may add the title to their online rental queues now in advance of the release. Members use their queues to list DVDs they want to rent from Netflix's comprehensive library of more than 15,000 titles.

Netflix members agreed in a recent survey that the films of the '70s had more impact on American culture and language than any other decade's. With elements of '70s fashion making a resurgence, young adults are getting interested in the films, but many need help choosing what to watch.

"Decade Uncovered enables us to showcase the best films of an era and share them with a new generation of movie lovers," Netflix CEO Hastings said. "We are committed to bringing a wide range of films to movie enthusiasts, from new releases to hard-to-get classics. Our partnership with IFC further underscores our commitment to offering Netflix members unique content they can only find with our service."

Each year, Netflix's Decade Uncovered event will feature a different decade in filmmaking.

About Netflix

Launched in 1998, Netflix is the world's largest online movie rental service, providing more than one million subscribers with access to a comprehensive library of more than 15,000 DVD titles. For $19.95 a month, Netflix subscribers can rent as many DVDs as they want, with three movies out at a time, and keep them for as long as they like. There are no due dates and no late fees. DVDs are delivered directly to the subscriber's address by first-class mail from shipping centers throughout the United States. Netflix can reach more than half of its subscribers with generally next-day delivery. The company also provides background information on DVD releases, including critic reviews, member reviews and ratings and personalized movie recommendations. SOURCE Netflix

[Reference]
Message No: Industry: COMPUTER/ELECTRONICS; INTERNET MULTIMEDIA ONLINE; TELEVISION; ENTERTAINMENT; FILM AND MOTION PICTURE;

Set	Items	Description
S1	3386827	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET)()IN
S2	1439421	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT
S3	1287661	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	9284	QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVER-Y)(1W)(LIST OR LISTS OR SEQUENCE? ?)
S5	2420465	SUBSCRIBER?`? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	2832151	DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR S-UPPLY??? OR SUPPLIED
S7	1898629	PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-1N)(ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8	731955	RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9	151	(S1 OR S2)(4N)S3(15N)S4
S10	264411	S5(10N)(S7 OR S8)
S11	36	S9 AND S10
S12	30	RD (unique items)
S13	34	S1(3N)S3(5N)S4
S14	28	S13 NOT S12
S15	14	S14 NOT PY>2003

File 613:PR Newswire 1999-2006/Sep 19
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        (c) 1999 PR Newswire Association Inc
File 634:San Jose Mercury Jun 1985-2006/Sep 17
        (c) 2006 San Jose Mercury News
File 624:McGraw-Hill Publications 1985-2006/Sep 19
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15/3,K/1   (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
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00997828 20030618SFW004 (USE FORMAT 7 FOR FULLTEXT)
Netflix Spotlights the '70s in American Film
PR Newswire
Wednesday, June 18, 2003 06:01 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 610

TEXT:
...On Aug. 26, it will become available for rental exclusively by Netflix
members. Members may **add** the **title** to their online rental **queues** now
in
advance of the release. Members use their queues to list DVDs they want...

15/3,K/2   (Item 2 from file: 613)
DIALOG(R)File 613:PR Newswire
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00923312 20030123SFTH038 (USE FORMAT 7 FOR FULLTEXT)
Microsoft Debuts WM PLUGINS.COM
PR Newswire
Thursday, January 23, 2003 09:02 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 847

TEXT:
...in offers easy access to
        more-advanced settings for the Windows Media Player 9 Series **media**
        library, CD burning and full-screen modes **including** enabling
         queue -it-up on double-click in Windows **Media** Player **Media**
Library,
        enabling and disabling automatic volume leveling on CD burning,
        enabling and disabling automatic playback...

15/3,K/3   (Item 3 from file: 613)
DIALOG(R)File 613:PR Newswire
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00802594 20020729SFM017 (USE FORMAT 7 FOR FULLTEXT)
NetCentrex Launches Breakthrough Saga800 Network-Based
PR Newswire
Monday, July 29, 2002 08:30 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 754

TEXT:
...release of version 2.1 of the solution. New features released in
version 2.1 **include** :

    -- Multi- **media** universal **queue** which allows 100% software routing
of all
        media types.

        -- De-coupling of supervisor and agent groups from physical boundaries
           -- an agent can be...

   15/3,K/4   (Item 4 from file: 613)
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00800384 20020724SFW010 (USE FORMAT 7 FOR FULLTEXT)
NetCentrex Launches Breakthrough Saga800 Contact Center
PR Newswire
Wednesday, July 24, 2002 08:32 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 761

TEXT:
...release of version 2.1 of the solution. New features released in
version 2.1 **include** :

    -- Multi- **media** universal **queue** which allows 100% software routing
of all
      media types.
    -- De-coupling of supervisor and agent groups from physical boundaries
       -- an agent can be...

   15/3,K/5   (Item 5 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00666927 20011030SFTU042 (USE FORMAT 7 FOR FULLTEXT)
Make Your Wish List and Check It Twice
PR Newswire
Tuesday, October 30, 2001 08:08 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 818

TEXT:
...be prompted to provide the necessary
account information and then begin their Netflix membership by **adding** all
of
the **movies** they want to see to their **movie**   **queue** - a personal list of
 movies
they have selected. Once the account is set up, Netflix automatically
mails
out the first...

   15/3,K/6   (Item 6 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00571294 20010511SFF016 (USE FORMAT 7 FOR FULLTEXT)
Alcatel Announces Acquisition of IBM Callpath Technology
PR Newswire
Friday, May 11, 2001 08:00 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 875

...Services (IGS), the world's largest information
technology services provider. IGS offers customers Genesys' Universal
Queue
routing for multi- **media** customer interactions, **including** web-based
contact
center capabilities, combined with a world-class customer relationship
management transformation service...

15/3,K/7   (Item 7 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00330038 20000509HSTU047 (USE FORMAT 7 FOR FULLTEXT)
**Siemens Delivers Most Comprehensive IP Telephony Solutions Offerings with
Hipath 5000 Series Communications Platform**
PR Newswire
Tuesday, May 9, 2000 10:51 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,091

...to be switched
through to their requested agent or department, or to be held in **queue** if
all
agents are busy. Other IVR features **include** **music** -on-hold and the
ability to
record customer-specific announcements.

    The optiClient 360 interface is...

15/3,K/8   (Item 8 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00329987 20000509CLTU017 (USE FORMAT 7 FOR FULLTEXT)
**Siemens Introduces Hipath 5300 Communications System - Industry's First
Fully H.323 Compliant Rack-Mountable IP-Communications System**
PR Newswire
Tuesday, May 9, 2000 10:13 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,160

...to be switched
through to their requested agent or department, or to be held in **queue** if
all
agents are busy. IVR features also **include** **music** -on-hold and the
ability to
record customer-specific announcements.

    The optiClient 360 application is...

15/3,K/9   (Item 9 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00128407 19990621DCM005 (USE FORMAT 7 FOR FULLTEXT)
Microlog Corporation Signs Letter of Intent With Comsys International BV
PR Newswire
Monday, June 21, 1999 08:00 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 575

...product and services portfolio."

     Microlog's uniQue combines a web-based architecture with a single
queue
for all **media** contacts **including** telephone, web, e-mail, and fax.
uniQue has
been awarded "Product of the Year" by...

 15/3,K/10   (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0831650   PH022
MICKEY MANTLE'S TRANSPLANT WAS BY THE BOOK, BY ROB KOCHIK, RN

DATE: June 14, 1995   16:09 EDT   WORD COUNT: 727

...confusion about the Mantle case stems from the fact that
many people, members of the **media** and transplant patients **included** , do
not understand how the transplant **waiting list** works. First of all, the
dynamics of the list are different depending on the organ...

 15/3,K/11   (Item 2 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0792967   SF006
 QUEUE **INC. BECOMES LARGEST PUBLISHER OF EDUCATIONAL SOFTWARE; 1,400**
     TITLES INCLUDING **50 CD-ROMS CURRENTLY AVAILABLE**

DATE: February 27, 1995   13:52 EST   WORD COUNT: 221

 QUEUE **INC. BECOMES LARGEST PUBLISHER OF EDUCATIONAL SOFTWARE; 1,400**
     TITLES INCLUDING **50 CD-ROMS CURRENTLY AVAILABLE**

 15/3,K/12   (Item 3 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0123112   NYfns2
1989 WINE SPECTATOR NEW YORK WINE EXPERIENCE: OCTOBER 27-29

DATE: November 21, 1988   07:51 E.T.   WORD COUNT: 205

...grants in
the wine field. Each year, the event is a sell-out, with long **waiting
lists** . Those interested in assuring a **place** are advised to **book** as
early as possible.

The 1989 New York Wine Experience will feature top winemakers and...

15/3,K/13   (Item 1 from file: 634)
DIALOG(R)File 634:San Jose Mercury
(c) 2006 San Jose Mercury News. All rts. reserv.

05017096
BOMBED BOOKSTORE REOPENS CUSTOMERS' BAGS, PURSES SEARCHED
SAN JOSE MERCURY NEWS (SJ) - Friday, March 3, 1989
By: ABBY COHN, Mercury News Oakland Bureau
Edition: Alameda County/AM   Section: Sports   Page: 1B
Word Count: 374

... inspection. A store employee said those who refused were not allowed inside.

    More names on **waiting** **list** for **book**

    Many visitors Thursday also **placed** their names on a growing list of customers wanting Rushdie's book. It has been...

15/3,K/14   (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

0639324
System Administration Relief for OS/2 Notes
R.K.
Open Computing, Vol. 12, No. 2, Pg 83
February, 1995
JOURNAL CODE: UNIX
SECTION HEADING: PRODUCTS ISSN: 0739-5922
WORD COUNT: 285

TEXT:

... Notes administrator can add or remove groups of people from the Notes name and address **book** , **add** or update access control levels for Notes Databases, and **queue** those changes to run during off hours, thus not consuming network resources.

    Essential Tools runs...

```
Set      Items    Description
S1    20643247    ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR
                  APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET)()IN
S2    14150265    DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT OR MAN-
                  AG???
S3     7750437    MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? -
                  OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4       85015    QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVERY
                  OR RENTAL)(1W)(LIST OR LISTS OR SEQUENCE? ?)
S5    15530363    SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS
                  OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6      889130    (S1 OR S2)(3N)S3
S7         241    S6(7N)S4
S8          94    S7(S)S5
S9          58    S8 NOT PY>2003
S10         36    RD  (unique items)
File   9:Business & Industry(R) Jul/1994-2006/Sep 18
          (c) 2006  The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2006/Sep 18
          (c) 2006 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2006/Sep 18
          (c) 2006 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2006/Sep 18
          (c) 2006 The Gale Group
File  16:Gale Group PROMT(R) 1990-2006/Sep 18
          (c) 2006 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
          (c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/Sep 19
          (c)2006 The Gale Group
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10/3,K/1   (Item 1 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
(c) 2006   The Gale Group. All rts. reserv.

01871017   Supplier Number: 24682428   (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Startup preps hardware-characterization platform -- C-Port tips development
   system, new partners**
**(C-Port Corp's C-Ware software tool set and hardware-development system for
   the upcoming Digital Communications Processors includes media services,
   buffer services, among others)**
Electronic Engineering Times, p 38
June 14, 1999
DOCUMENT TYPE: Journal   ISSN: 0192-1541   (United States)
LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 540

ABSTRACT:
...Unit Services, Media Services, among others. The software defines data
types and several function descriptions, **including   media** services,
protocol data-unit services, table services, **queue** services, among
others. With the tool set, developers will be able to create applications
using C or C++, without moving down into assembly language. The company
will provide **users** with a set of Communication Programming Interfaces
(CPI). The company also announced alliances with Applied...

10/3,K/2   (Item 2 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
(c) 2006   The Gale Group. All rts. reserv.

01604646   Supplier Number: 24335233   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Dallas-Based Blockbuster Video Tests Delivery, Pickup System for Rentals
**(Blockbuster Video (Dallas) hires Streamline Inc (Westwood, MA) to test
   home delivery of videos)**
Dallas Morning News , p N/A
July 28, 1998
DOCUMENT TYPE: Regional Newspaper   (United States)
LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 219

     (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...directly from its own warehouse and charging customers "competitive"
prices, spokeswoman Jill Miller said.

Streamline **customers** can now **add** Blockbuster **tapes** to their **delivery
   lists** , which can be faxed, phoned or sent online. Videos are picked up
the next week...

...service does not offer the latest releases those available for 30 days
or fewer. And **customers** pay $5.50 for tapes that have been in stores 31
to 60 days. Older...

10/3,K/3   (Item 3 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
(c) 2006   The Gale Group. All rts. reserv.

00662453   Supplier Number: 23226521   (USE FORMAT 7 OR 9 FOR FULLTEXT)

UB Networks Plugs Into World Wide Web
**(Ungermann Bass Networks launches California-based WWW site and offers
  secure Web publishing facilities to customers)**
Newsbytes News Network, p N/A
June 13, 1995
DOCUMENT TYPE: Journal (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 486

     (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...Newsbytes.

Having IKE available 24 hours a day is a lot better than having end- **users**
 and dealers interact with people in the UB offices, Powell said.
"Listening to hold **music** and being **placed** in a **queue** is no fun. With
the Web service, callers get instant access 24 hours a day...

  10/3,K/4   (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

02462542   SUPPLIER NUMBER: 67501812   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**The Real Revolution.(electronic commerce)(Industry Trend or Event)(Brief
  Article)(Column)**
SPIRA, JONATHAN
Internet World, 6, 23, 40
Dec 1, 2000
DOCUMENT TYPE: Brief Article Column   ISSN: 1097-8291   LANGUAGE:
  English   RECORD TYPE: Fulltext
WORD COUNT: 697   LINE COUNT: 00054

...   that online commerce has is convenience. Within the confines of my
Web browser, I can **place** a **DVD** rental in the **queue** without going to
the rental store, or order a book right after someone recommends it. What
B2C companies are learning is that **customers** won't pay extra for the
privilege of online shopping. They demand lower prices in...

  10/3,K/5   (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01683457   SUPPLIER NUMBER: 15373404   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Global Village OneWorld serves up connections: fax and remote-access
  servers are all-in-one network solutions. (includes related article on
  product attributes) (Hardware Review) (Global Village Communication)
  (Evaluation)**
Oski, Jonathan A.
MacWEEK, v8, n20, p41(2)
May 16, 1994
DOCUMENT TYPE: Evaluation   ISSN: 0892-8118   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1756   LINE COUNT: 00141

...   or fewer are priority faxes, so they will be moved to the front of
the **queue** . The GlobalFax software is also adept at **managing** address
books . You can import fax address books from a variety of contact

managers, including Portfolio Software Inc.'s Dynodex, Aldus Corp.
Consumer Division's TouchBase and Spinnaker Software Corp.'s Address Book
Pro. Networked **users** can also share address books stored on network file
servers.
        Global Village's focus on...

  10/3,K/6   (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01616597   SUPPLIER NUMBER: 13966523   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**The Windows Sources catalog. (catalog to software programs in nine
  categories) (Buyers Guide)**
Windows Sources, v1, n6, p389(16)
July, 1993
DOCUMENT TYPE: Buyers Guide   ISSN: 1065-9641   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 12590   LINE COUNT: 01070

...   673-1019 Fax: 603-672-4112 $79 Requires: 4MB RAM, 1MB hard disk
space
        Allows **user** to send/receive fax images with up to 16 colors.
Supports fax boards compatible with Class 1, Class 2, Send Fax, WorldPort,
and Intel's CAS standards. **Includes** phone **book**, ability to edit **send**
/receive **queues** for outgoing/incoming faxes, automatic cover sheet
generation, and background transmission. Provides zoom, rotate, invert...

  10/3,K/7   (Item 4 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01614460   SUPPLIER NUMBER: 14208571   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**LAN fax. (Biscom introduces Faxcom for LAN network-based server solution)
  (Brief Article) (Product Announcement)**
MIDRANGE Systems, v6, n15, p42(1)
August 10, 1993
DOCUMENT TYPE: Product Announcement   ISSN: 1041-8237   LANGUAGE:
  ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 95   LINE COUNT: 00008

        The **user** interface of Faxcom provides features such as account
billing, enterprise-wide fax routing, faxing directly from within an
application, fax viewing, integration with E, **mail** packages, phone **book**
management, and **queue** Control. Faxcom supports a variety of physical
network connections including Ethernet and Token-Ring.
        Pricing...

  10/3,K/8   (Item 5 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01604677   SUPPLIER NUMBER: 13976647   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Managing documents and workflow, text/image retrieval. (includes related
  article on Managing Editor Software's Gatherer) (Seybold Special Report
  on Seybold Seminars)**
Seybold Report on Publishing Systems, v22, n17, pS23(12)
May 31, 1993

ISSN: 0736-7260   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 11541   LINE COUNT: 00902

...   the Picture features some handy, although not unique, print queue
functionality that allows both the **user** and system administrator to
control aspects of printing. Both can view a list of jobs in a **queue** . The
list contains information **including** job **title** , **user** size and date and
time. Information about the current printing job can also be accessed, such
as the job status and elapsed printing time. However, **users** can only
suspend or delete their own job, whereas the administrator can move jobs
between...

   10/3,K/9   (Item 6 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01549441   SUPPLIER NUMBER: 13035679   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Sam I am. (SCH's SCH:System Administration Manager UNIX management
   environment) (RS/Review: Products)(Brief Article) (Product Announcement)
MIDRANGE Systems, v5, n23, p19(1)
Dec 8, 1992
DOCUMENT TYPE: Product Announcement   ISSN: 1041-8237   LANGUAGE:
   ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 85   LINE COUNT: 00007

...   management functions. Other SCH management products share the
SCH:SAM interface, offering features while shielding **users** from the UNIX
command line. These include Q-print, print management utility; Qbatch,
batch job scheduler interactive **queue   manager** ; REELbackup,
comprehensive **tape** backup control; and SCH:SAM Toolkit, customization
tools for the SCH:SAM environment.
      SCH is...

   10/3,K/10   (Item 7 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01542327   SUPPLIER NUMBER: 12736424   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Message sent. (Business Partner Solutions' AS/Messenger communications
   software for the HP 95LX) (Products)(Brief Article) (Product
   Announcement)
MIDRANGE Systems, v5, n20, p38(1)
Oct 27, 1992
DOCUMENT TYPE: Product Announcement   ISSN: 1041-8237   LANGUAGE:
   ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 105   LINE COUNT: 00008

      Price lists, leads, meeting notices, **customer** data and messages are
sent to palmtop **users** from an AS/ 400. PagerPac sends text through paging
services to the Motorola NewsStream receiver...

...pasted into or downloaded to the HP 95kX's word processor, spreadsheet.
schedule or phone **book** . Message source **includes** any AS/400 terminal,
application program, message **queue** or OfficeVision/400.
      BPS is located at 2 Salt Creek Ln., Hinsdale, Ill. 60521; (708...

   10/3,K/11   (Item 8 from file: 275)

01530521   SUPPLIER NUMBER: 12459964   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Intel SatisFAXtion/400 sports speed and more. (Intel Corp.'s fax/modem
  board) (Hardware Review) (Reviews: PC) (Evaluation)**
Mendelson, Edward
Computer Shopper, v12, n9, p455(1)
Sept, 1992
DOCUMENT TYPE: Evaluation   ISSN: 0886-0556   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1051   LINE COUNT: 00080

...   a data-communications program.
     The FAX software is a menu-driven program that lets you **manage**
phone **books** , select and **queue** files for FAXing, and view and print
incoming FAXes. Unfortunately, it's essentially the same...

...came with earlier SatisFAXtion boards, so it has an awkward interface
and a primitive graphics **viewer** that's pretty much useless without a
mouse.
     You can tell the software to save...

 10/3,K/12   (Item 1 from file: 621)

04066282   Supplier Number: 131706506 (USE FORMAT 7 FOR FULLTEXT)
**Netflix Spotlights the '70s in American Film: Filmmakers and Movie Experts
  Discuss Impact on American Culture; Leading DVD Rental Company Introduces
  a New Generation to Cinematic Milestones.**
PR Newswire, pNA
June 18, 2003
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 581

...   IFC Aug. 20. On Aug. 26, it will become available for rental
exclusively by Netflix **members** . **Members** may **add** the **title** to their
online rental **queues** now in advance of the release. **Members** use their
queues to list DVDs they want to rent from Netflix's comprehensive library
...

 10/3,K/13   (Item 2 from file: 621)

03496565   Supplier Number: 106083507 (USE FORMAT 7 FOR FULLTEXT)
**TriggerFingers Games Announces Video Game Subscription Service; Game Rental
  Web Site Offers the Latest Game Titles and No Late Fees.**
PR Newswire, pNA
July 31, 2003
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 495

...   rental service to provide personal feedback to all customer
comments."

Depending on the membership level, **users** can request up to five
games at a time, while maintaining an online list -- or queue -- of desired
titles. These games arrive at the **customer** 's home within a few days and
include a prepaid return package. TriggerFingers has no due dates or late
fees, and **members** are allowed to keep the games as long as they like.
When finished, the **user** mails the game back to the company using the
prepaid envelope and TriggerFingers **sends** out the next **title** on their
queue .
 In addition to offering the lowest monthly memberships and
convenient access, TriggerFingers is currently the...

10/3,K/14   (Item 3 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

02882631   Supplier Number: 74425863   (USE FORMAT 7 FOR FULLTEXT)
Alcatel Announces Acquisition of IBM CallPath Technology.
PR Newswire, pNA
May 11, 2001
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 905

...   and IBM Global Services (IGS), the world's largest information
technology services provider. IGS offers **customers** Genesys' Universal
Queue routing for multi- **media** **customer** interactions, **including**
web-based contact center capabilities, combined with a world-class
customer relationship management transformation service. IGS professionals
have been trained and certified on the entire line of Genesys **customer**
contact center solutions to provide fast, global, system integration and
implementation of Genesys solutions. Included...

10/3,K/15   (Item 4 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

02788514   Supplier Number: 69403391   (USE FORMAT 7 FOR FULLTEXT) ·
**eOn Communications Announces Web Chat Capability for Customer Contact
  Centers and e-Centric Businesses.**
PR Newswire, pNA
Jan 23, 2001
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 888

...   application that allows both local and remote agents to respond to
chat requests.
 By providing **customers** with direct Web-based service and real-time
assistance, Agent WebSpace can increase buy-to-browse ratios, improve
customer service, reduce costs associated with telephone-based service,
and make the Web visit a more pleasant and productive experience for the
customer . By clicking a button located on the Web site, a **customer** can
request a chat session with an available representative. The WebCenter's
fully blended **media** **queue** **manages** all Web-based interactions,
offering complete control for e- commerce sites and call center management
...
...e-mail and Web communications using skills-based, dynamic and priority
routing options, ensuring that **customers** can communicate with the most

qualified agents in the least amount of time. Additionally, extensive...

 10/3,K/16   (Item 5 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

02742793   Supplier Number: 67461625   (USE FORMAT 7 FOR FULLTEXT)
**Nielsen Media Research Powers Vital Client Reporting Systems With Sun
  Servers And Storage.**
PR Newswire, pNA
Nov 29, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1118

...   bandwidth of the arrays combined with the processing power of the
Sun server enabled Nielsen **Media** Research to improve **delivery** of
information to **customers** , eliminating long **queue** times.
        "There was a tremendous customer response when we implemented the
Sun Enterprise 10000 server...

 10/3,K/17   (Item 6 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

02523324   Supplier Number: 62439562   (USE FORMAT 7 FOR FULLTEXT)
**Baan Extends its Business-to-Business Sales And Marketing Solution With
  Launch of New E-CRM Suite.**
PR Newswire, pNA
May 24, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 914

...   telephone, Web or email -- can also be managed by the interaction
team. Incoming interactions are **managed** in one multi- **media** **queue** ,
identified automatically, prioritized by reference to **customer** or
prospect data, and allocated to the most appropriate team **member** .
        The call or interaction centre team is supported by advanced
information resources in all the...

 10/3,K/18   (Item 7 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

02452138   Supplier Number: 61400615   (USE FORMAT 7 FOR FULLTEXT)
**eOn Communications Corporation(TM) (eOn) Introduces Enhancements For its
  Linux(TM)-Based Communications Servers.**
PR Newswire, p9361
April 7, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 418

...   different is that we treat e-mail and web interactions just like
voice calls, allowing **customers** to communicate in any form of media with
the most qualified agent," said Robert R...

...customized, dynamic and skill-based voice routing techniques to Internet interactions, including the ability to **manage** multiple contact **media** in single or multiple **queues** . The eOn Web Center gives Contact Center managers the control they need to use agent and equipment resources more efficiently, and ultimately, to provide the best **customer** service possible."
　　　eOn also announced a new Voice over Internet Protocol (VoIP) card for the...

10/3,K/19   (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

05208202   Supplier Number: 66505521   (USE FORMAT 7 FOR FULLTEXT)
PHILIPS ACKNOWLEDGES ROLE ON DVR-BLUE.(Company Business and Marketing)
Consumer Electronics, v20, n44, pNA
Oct 30, 2000
Language: English   Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 1145

...   Buma said competitive advantage of DVD+RW would be little-publicized "edit" mode, which lets **user** change **order** of **sequences** and **insert** and replace. Edited **DVD** +RW disc then is temporarily fixed or finalized to play in existing players. Buma told...

10/3,K/20   (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

05208168   Supplier Number: 66502758   (USE FORMAT 7 FOR FULLTEXT)
PHILIPS ACKNOWLEDGES ROLE ON DVR-BLUE.
Audio Week, v12, n43, pNA
Oct 30, 2000
Language: English   Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 1147

...   Buma said competitive advantage of DVD+RW would be little-publicized "edit" mode, which lets **user** change **order** of **sequences** and **insert** and replace. Edited **DVD** +RW disc then is temporarily fixed or finalized to play in existing players. Buma told...

10/3,K/21   (Item 3 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

04853294   Supplier Number: 67499563   (USE FORMAT 7 FOR FULLTEXT)
Nielsen Media Research powers vital client reporting systems with Sun servers and storage; 70-terabyte Sun Enterprise Server and Sun StorEdge Array Installation eliminates lengthening processing queues while reducing floorspace issues.
M2 Presswire, pNA
Nov 30, 2000
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade

Word Count: 1117

...   bandwidth of the arrays combined with the processing power of the
Sun server enabled Nielsen **Media** Research to improve **delivery** of
information to **customers** , eliminating long **queue** times.
        "There was a tremendous customer response when we implemented the
Sun Enterprise 10000 server...

 10/3,K/22   (Item 4 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

04705211   Supplier Number: 63044867 (USE FORMAT 7 FOR FULLTEXT)
**Baan extends its business-to-business sales and marketing solution with
  launch of new e-CRM suite; BaanFrontOffice Interaction enables companies
  to extend sales and marketing activities with new email, web, and
  telephone capabilities.**
M2 Presswire, pNA
June 29, 2000
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 990

...   telephone, Web or email - can also be managed by the interaction
team. Incoming interactions are **managed** in one multi- **media**   **queue** ,
identified automatically, prioritised by reference to **customer** or
prospect data, and allocated to the most appropriate team **member** .
        The call or interaction centre

 10/3,K/23   (Item 5 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

02762467   Supplier Number: 45605716 (USE FORMAT 7 FOR FULLTEXT)
UB Networks Plugs Into World Wide Web 06/13/95
Newsbytes, pN/A
June 13, 1995
Language: English   Record Type: Fulltext
Document Type: Newswire; General Trade
Word Count: 509

...   Newsbytes.
    Having IKE available 24 hours a day is a lot better than having end-
users and dealers interact with people in the UB offices, Powell said.
"Listening to hold **music** and being **placed** in a **queue** is no fun. With
the Web service, callers get instant access 24 hours a day...

 10/3,K/24   (Item 6 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01953747   Supplier Number: 43461306 (USE FORMAT 7 FOR FULLTEXT)
SCH
Bank Automation News, v4, n23, pN/A
Nov 18, 1992
Language: English   Record Type: Fulltext
Document Type: Newsletter; Trade

Word Count: 181

  (USE FORMAT 7 FOR FULLTEXT)
TEXT:
...of use and a consistent interface to UNIX across platforms, with
benefits for both end **users** and resellers. It also integrates several
utilities for improved control of system resources. The system...

...environments. Other SCH management products share the SCH:SAM interface,
offering advanced features while shielding **users** from the UNIX command·
line: Qprint--print management utility; Qbatch--batch job scheduler
interactive **queue** **manager** ; REELbackup--comprehensive **tape** backup
control; SCH:SAM Toolkit--customization tools for the SCH:SAM environment.
Each of these...

  10/3,K/25   (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

10628823   Supplier Number: 106141822 (USE FORMAT 7 FOR FULLTEXT)
DVD video net rental takes off.
Kipnis, Jill
Billboard, v115, n31, p1(2)
August 2, 2003
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; General
Word Count: 1828

...   expand or join the business, customer-friendly features will be
critical.
    Walmart.com and Netflix **users** make lists of the movies they would
like to view. Netflix calls this a **customer** ' s " **queue** ."
    Customers are automatically **sent** other **DVDs** listed in their
queue after they return previous rentals to Netflix by **mail** . Netflix
also recommends **DVD** titles based on **customers** ' **queue** preferences. It
sends out about 30 million personal recommendations daily.
    Video suppliers praise this feature...

  10/3,K/26   (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

10580534   Supplier Number: 104694536 (USE FORMAT 7 FOR FULLTEXT)
**Hillary Clinton's roadshow sweeps into town; She was well-rehearsed. The
  questions were the same and so were the answers. Even the anecdotes came
  round a second time. Becky Barrow reports.(News)**
Barrow, Becky
Daily Telegraph (London, England), p12
July 5, 2003
Language: English   Record Type: Fulltext
Document Type: Newspaper; General
Word Count: 739

...   insight of the Mrs Clinton show. In less than 24 hours, starting on
Thursday, she **managed** to attend a **book** signing in Piccadilly, which
attracted a long **queue** of **fans** including two inexplicably

10/3,K/27   (Item 3 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)

08647991   Supplier Number: 74798782   (USE FORMAT 7 FOR FULLTEXT)
2001 CT Expo Best of Show Awards.(Industry Trend or Event)
Computer Telephony, v9, n4, p62
April, 2001
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 14698

...   s most crucial components, at this year's CT Expo. Internet Contact
applies Genesys' Universal **Queue** model to multiple incoming **media** ,
including email, chat, web callback, and VoIP. New features in G6 more
tightly integrate these various...

...now handle multiple chat sessions simultaneously, and also "transfer" a
live chat session, along with **customer** data, to other agents or
supervisors. G6 Internet Contact has also added web-based forms on email
traffic in the contact center. By structuring **customer** input data up
front, and applying standard skills-based routing and queuing methods, web
forms can be handled more quickly and efficiently than email. G6 also
includes enhanced agent/ **customer** collaboration features, like co-browsing
and forms sharing, to assist in e-commerce transactions.
          GOLD...

10/3,K/28   (Item 4 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)

06471782   Supplier Number: 55075105   (USE FORMAT 7 FOR FULLTEXT)
Microlog Selling European Operation To Comsys International BV.
Software Industry Report, v31, n13, p3
July 5, 1999
Language: English   Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 155

   (USE FORMAT 7 FOR FULLTEXT)
TEXT:
...employees will become Comsys employees, and Comsys will take over
responsibility for servicing existing Microlog **customers** and VARs in
Europe. The agreement covers Intela and uniQue products and related
services for...

...distributorship for uniQue. Microlog's uniQue tool combines a web-based
architecture with a single **queue** for all **media** contacts **including**
telephone, web, e- mail, and fax. Comsys, with headquarters in Zeist, The
Netherlands, is a...

...a family of Contact Center solutions including interactive
communications systems and software applications that improve **customer**
service.

10/3,K/29   (Item 5 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)

03447006   Supplier Number: 44805724   (USE FORMAT 7 FOR FULLTEXT)
Hogg Robinson Systems
UNIX News, p69
July, 1994
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 114

...   has just been provided with a Windows interface, also supports
telex messages from the desktop. **Users** select their mailing list from
their personal or system-wide **mailing   books** then the system **queues**
the message for sending.
     The product also includes a least-cost routing facility, ensuring
that...

 10/3,K/30   (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

14965090   SUPPLIER NUMBER: 91044323   (USE FORMAT 7 OR 9 FOR FULL TEXT)
You've got DVD-mail.(Brief Article)
Morris, Holly
U.S. News & World Report, 71
Sept 9, 2002
DOCUMENT TYPE: Brief Article   ISSN: 0041-5537   LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 328   LINE COUNT: 00028

TEXT:
     ...mailing costs for the lightweight disks, do away with due dates and
late fees. Users **add** desired **movies** to a " **queue** ." When a disk is
returned, the next in the queue is sent out.

 10/3,K/31   (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

08214037   SUPPLIER NUMBER: 17404910   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**User Friendly Addressing Utility Available for cc:Mail Users; Interface for
  cc:Mail Users also on the Internet.**
Business Wire, p10230140
Oct 23, 1995
LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 572   LINE COUNT: 00056

...   needs by dividing it into as many address books as desired. All
addresses in that **book** will be **sent** to the same gateway **queue** without
 user intervention.
     A user can create any number of his own private mailing lists, create
entries...

 10/3,K/32   (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

07762726   SUPPLIER NUMBER: 16684413   (USE FORMAT 7 OR 9 FOR FULL TEXT)

The choices for taking inventory - and control: a menu of possibilities is
  available to stores that want to install - or upgrade - computer
  inventory control systems.(Directory)
Stander, Bella
Publishers Weekly, v242, n12, p33(3)
March 20, 1995
DOCUMENT TYPE: Directory   ISSN: 0000-0019   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3298   LINE COUNT: 00284

...   Multi-user; expandable. POS; ordering; receiving; returns; stock
replenishment; bar code scanning and printing; special **orders** ; mailing
list and labels; reports; **includes** a 125,000- **title** database (mostly
from Ingram Ready System). Integrated accounting and general merchandise
packages available.
        Target user...

  10/3,K/33   (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

06511964   SUPPLIER NUMBER: 13989738   (USE FORMAT 7 OR 9 FOR FULL TEXT)
How to evaluate list sources for telemarketing.
Telemarketing, v11, n11, p72(2)
May, 1993
ISSN: 0730-6156   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 1233   LINE COUNT: 00091

...   in the country. It orders lists by several categories, including:
subject, title, owner, business lists, **consumer** lists, market, etc. It
also gives you the name of the owners of the lists...

  10/3,K/34   (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

06101238   SUPPLIER NUMBER: 12489837   (USE FORMAT 7 OR 9 FOR FULL TEXT)
American Showcase back in the mail. (mail order business)
Catalog Age, v9, n8, p22(1)
August, 1992
ISSN: 0740-3119   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 381   LINE COUNT: 00030

...   was available for catalog requests and order-taking; it was also
the first time that **customers** could use the JCB credit card, Japan's
major card, to purchase American Showcase catalog...

  10/3,K/35   (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

04839256   SUPPLIER NUMBER: 09012130   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Target marketing: who's doing what.
Rich, Cary Peyton
Folio: the Magazine for Magazine Management, v19, n11, p140(6)
Nov 1, 1990
ISSN: 0046-4333   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT

WORD COUNT: 2834   LINE COUNT: 00227

...   its list of 2.5 million names. The bulk comes from subscribers, the
rest from **book** and **mail   orders** . The **list** was enhanced with outside
lists, says John O'Donnell, associate publisher, circulation. "The list
itself...

 10/3,K/36   (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

02491384   SUPPLIER NUMBER: 03987526   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Computer-link cost escalates.
Sandler, Susan
Supermarket News, v35, p1(2)
Oct 21, 1985
ISSN: 0039-5803   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 713   LINE COUNT: 00059

...   books, directstore-delivery authorized lists, pharmacy updates,
meat systems, energy management systems, lotteries, voice lines, **customer**
service, interstore communications, links to DSD vendors, electornic shelf
displays, coupon dispensing systems, automatic teller machines, **consumer**
ordering systems and direct debit at the point of sale.
        He used Supermarkets General Corp...

```
Set      Items   Description
S1    16527065   ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR
                 APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET)()IN
S2    10423871   DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT OR MAN-
                 AG???
S3     8996448   MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? -
                 OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4      149614   QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVERY
                 OR RENTAL)(1W)(LIST OR LISTS OR SEQUENCE? ?)
S5     9824089   SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS
                 OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6    10517251   DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR S-
                 UPPLY??? OR SUPPLIED
S7     8798090   PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-
                 1N)(ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR
                 REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8     3457614   RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9      721088   (S1 OR S2)(4N)S3
S10        254   S9(15N)S4
S11     412704   S5(7N)(S7 OR S8)
S12         18   S10(4S)S11
S13         16   S12 NOT PY>2003
S14         14   RD   (unique items)
File  47:Gale Group Magazine DB(TM) 1959-2006/Sep 18
         (c) 2006 The Gale group
File 570:Gale Group MARS(R) 1984-2006/Sep 18
         (c) 2006 The Gale Group
File 635:Business Dateline(R) 1985-2006/Sep 14
         (c) 2006 ProQuest Info&Learning
File 476:Financial Times Fulltext 1982-2006/Sep 20
         (c) 2006 Financial Times Ltd
File 477:Irish Times 1999-2006/Sep 19
         (c) 2006 Irish Times
File 710:Times/Sun.Times(London) Jun 1988-2006/Sep 19
         (c) 2006 Times Newspapers
File 711:Independent(London) Sep 1988-2006/Sep 19
         (c) 2006 Newspaper Publ. PLC
File 756:Daily/Sunday Telegraph 2000-2006/Sep 19
         (c) 2006 Telegraph Group
File 757:Mirror Publications/Independent Newspapers 2000-2006/Sep 19
         (c) 2006
File 387:The Denver Post 1994-2006/Sep 18
         (c) 2006 Denver Post
File 471:New York Times Fulltext 1980-2006/Sep 19
         (c) 2006 The New York Times
File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
         (c) 2002 Phoenix Newspapers
File 494:St LouisPost-Dispatch 1988-2006/Sep 18
         (c) 2006 St Louis Post-Dispatch
File 631:Boston Globe 1980-2006/Sep 18
         (c) 2006 Boston Globe
File 633:Phil.Inquirer 1983-2006/Sep 18
         (c) 2006 Philadelphia Newspapers Inc
File 638:Newsday/New York Newsday 1987-2006/Sep 18
         (c) 2006 Newsday Inc.
File 640:San Francisco Chronicle 1988-2006/Sep 17
         (c) 2006 Chronicle Publ. Co.
File 641:Rocky Mountain News Jun 1989-2006/Sep 19
         (c) 2006 Scripps Howard News
File 702:Miami Herald 1983-2006/Sep 15
         (c) 2006 The Miami Herald Publishing Co.
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File 703:USA Today 1989-2006/Sep 18
         (c) 2006 USA Today
File 704:(Portland)The Oregonian 1989-2006/Sep 16
         (c) 2006 The Oregonian
File 713:Atlanta J/Const. 1989-2006/Sep 17
         (c) 2006 Atlanta Newspapers
File 714:(Baltimore) The Sun 1990-2006/Sep 17
         (c) 2006 Baltimore Sun
File 715:Christian Sci.Mon. 1989-2006/Sep 19
         (c) 2006 Christian Science Monitor
File 725:(Cleveland)Plain Dealer Aug 1991-2006/Sep 18
         (c) 2006 The Plain Dealer
File 735:St. Petersburg Times 1989- 2006/Sep 18
         (c) 2006 St. Petersburg Times

14/3,K/1   (Item 1 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2006 The Gale group. All rts. reserv.

04210118   SUPPLIER NUMBER: 16684413   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**The choices for taking inventory - and control: a menu of possibilities is
   available to stores that want to install - or upgrade - computer
   inventory control systems.(Directory)**
Stander, Bella
Publishers Weekly, v242, n12, p33(3)
March 20, 1995
DOCUMENT TYPE: Directory   ISSN: 0000-0019   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3298   LINE COUNT: 00284

...   5249.
     Contact: Dennis Flanagan, MBS Systems
     Features: Runs on the IBM AS/400 line. Multi- **user** ; expandable. POS;
 ordering ; receiving; returns; stock replenishment; bar code scanning and
printing; special **orders** ; mailing **list** and labels; reports; **includes**
a 125,000- **title** database (mostly from Ingram Ready System). Integrated
accounting and general merchandise packages available.
     Target user...

14/3,K/2   (Item 2 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2006 The Gale group. All rts. reserv.

03539326   SUPPLIER NUMBER: 10332137   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Garden books: sturdy growth: deep-rooted backlist, colorful regional
   varieties, nostalgia and wish-fulfillment drive a flourishing genre.
   (includes related articles on what experts buy, and on children's
   gardening books)**
Shapiro, Cecile; Stander, Bella
Publishers Weekly, v238, n8, p16(8)
Feb 8, 1991
CODEN: PWEEA   ISSN: 0000-0019   LANGUAGE: ENGLISH   RECORD TYPE:
   FULLTEXT
WORD COUNT: 4674   LINE COUNT: 00370

...   Baron (Fulcrum). Gorill seeks out remainders, titles from small
publishers and self-published books, and **customers   order** them
faithfully, "perhaps because they can't find them in bookstores."
     Pinetree's small operatin...

...American Horticulture Society's Garden Book Catalog, the last of which
initiated its 1200-item **mail - order   list** of gardening **books** in
spring 1990. All offer discounts, under various terms, and all send out
regular mailings...

14/3,K/3   (Item 1 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2006 The Gale Group. All rts. reserv.

02357632   Supplier Number: 99752440   (USE FORMAT 7 FOR FULLTEXT)
**Health Issues new-to-market names via IDM. (List File).(health book
   publisher offers mail order list through Independent Direct
   Marketing)(Brief Article)**

Precision Marketing, p23(1)
Dec 20, 2002
ISSN: ISSN: 0955-0836
Language: English   Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 184

   (USE FORMAT 7 FOR FULLTEXT)
TEXT:
 Health Issues, the health **book** publisher, has released is mail **order**
list of 63,446 named **customers** through Independent Direct Marketing
(IDM).The new-to-market list consists of individuals who have...

14/3,K/4   (Item 2 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2006 The Gale Group. All rts. reserv.

02041237   Supplier Number: 70659733 (USE FORMAT 7 FOR FULLTEXT)
**PICKING UP THE PIECES.(Bits and Pieces' marketing ups and downs in the
   United Kingdom)**
LAVERY, KEVIN
Target Marketing, v24, n2, p92
Feb, 2001
ISSN: 0889-5333
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1331

...   1.2 million mailings were sent to previous buyers, charity donors
and third-party, mail- **order   lists** .
       Another million digest-sized **books** were used as loose **inserts** in
some of the more upscale U.K. national press and women's magazines--an...

...A FANTASTIC VOYAGE
       Results far exceeded the cataloger's expectations, and the vast
majority of **customer   orders** were satisfied well in advance of the
Christmas deadline, generating profits from both prospects and...

14/3,K/5   (Item 3 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2006 The Gale Group. All rts. reserv.

01834121   Supplier Number: 58362016 (USE FORMAT 7 FOR FULLTEXT)
10 reasons new catalogs fail ... and what to do about it.
Schmid, Jack
Catalog Age, v16, n13, p60
Dec, 1999
ISSN: 0740-3119
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1972

...   source of the company's growth.
       To avoid this pitfall: Historically catalogers have relied on **rental**
 lists to build their customer files, but **mailers** are increasingly
using alternative **media** --promotional activities such as the Internet,
space ads, package inserts, card decks, and trade shows...everything in

your power to grow, nurture, and retain buyers. Identify opportunity
segments (your best **customers**) and problem segments (buyers with low
average **orders** and lapsed **customers**), and develop plans for targeting
these groups.
        8. Your company lacks the analytical skills to...

 14/3,K/6   (Item 4 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2006 The Gale Group. All rts. reserv.

01343364   Supplier Number: 43614112 (USE FORMAT 7 FOR FULLTEXT)
Miller: Business Direct Marketing Tools Often Go Under-Utilized by Clients
Business Marketing, v0, n0, pS6
Feb, 1993
ISSN: 1087-948X
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 838

      While **consumer** mail **order** got its start in the late 1800s, first
with Wards and then Sears, business mail...

...a pencil and a columnar pad were the tools of choice. For many years we
ordered prospect **lists** on gummed labels, an original and three carbon
copies.
      Every three months, we would **mail** a new **book** , using one set of
labels. Obviously, the list wasn't updated for a full year...

 14/3,K/7   (Item 1 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0385119 93-36214
Caller ID not high on a lot of agendas
Sather, Jeanne
Puget Sound Business Journal (Seattle, WA, US), V13 N46 s1 p24
PUBL DATE: 930402
WORD COUNT: 1,285
DATELINE: Seattle, WA, US

TEXT:

      ...answering machine."

      The best application for caller ID is for in-bound telemarketing, where
the **customer** calls in for information or to **order** a product.

      "If you receive 25,000 calls a day, and you can make each...

...be used to prioritize calls so that better customers move to the head of
the **queue** of waiting calls, Lynde West points out.

      Harry Grandstrom, **media** relations **manager** for U S West, says caller
ID can help small businesses improve efficiency, personalize their...

 14/3,K/8   (Item 2 from file: 635)
DIALOG(R)File 635:Business Dateline(R)

0106444 89-30337
Wide Selection Critical in Competitive Video Market
Foucault, Nicole
Northern Ontario Business (Sudbury, ONT, Canada), V9 N11 s1 p1
PUBL DATE: 890800
WORD COUNT: 829
DATELINE: ONT, Canada

TEXT:

     ...Bay, says his store has been successful, depite increasing
competition, because it "knows what its **customers** want."

     "We're very careful when we **order** movies not to overkill or flood it.
If somebody comes in to get a new...

     ...chances are they'll rent something else," says Marleau. "The key is to
keep your **customer** happy. If that involves **ordering** movies, reserving
movies or putting them on **waiting** **lists** that's what you do."

     Rick Villeneuve, **manager** of House of **Movies** in Sudbury, recently
relocated his movies from his electronics store to a separate location in
...

 14/3,K/9   (Item 1 from file: 477)
DIALOG(R)File 477:Irish Times
(c) 2006 Irish Times. All rts. reserv.

00393534 03010800167 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Hanging a right for Leon's diner
The 'Main Street of America' and the 'Mother Road' it has become a motoring
  icon. So where else would you find Geoff Hill
Irish Times, CITY ED, P 52
Wednesday, January 8, 2003
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
SECTION HEADING: MOTORS; A MONTH ON ROUTE 66
Word Count: 1,047

   (USE FORMAT 7 OR 9 FOR FULLTEXT)

...Like many famous American food outlets, it was a hole in the wall
from which **customers** **ordered** , then sat in their cars and tucked in.
Sort of like a drive-in movie without the **movie** . I took my **place** in
the **queue** and finally arrived at the window.

     If you've ever eaten in America, you will...

 14/3,K/10   (Item 1 from file: 756)
DIALOG(R)File 756:Daily/Sunday Telegraph
(c) 2006 Telegraph Group. All rts. reserv.

00157339 607505593 (USE FORMAT 7 FOR FULLTEXT)
Starting out
Wendy Grossman
Daily Telegraph, p35
Monday, September 30, 2002

JOURNAL CODE: DT LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSPAPER SECTION HEADING: City; Your business
WORD COUNT: 735

TEXT:
...letter box with a flat, square bulge in it. The bulge is a thin,
plastic **mailer** containing a **DVD movie** , one of nine currently in a
rental **queue**
I keep online at DVDsonTap. Watch the movie, stick the **DVD** back in the
mailer ,
drop it in the provided pre-addressed, stamped envelope, and into the post
box.
A...

...copy, how many copies of a popular title the company should
order, and spits out **orders** for suppliers and address labels for
subscribers .
Essentially, everything except the actual packing and unpacking of the DVDs
is
automated from the...

  14/3,K/11   (Item 1 from file: 757)
DIALOG(R)File 757:Mirror Publications/Independent Newspapers
(c) 2006. All rts. reserv.

01412172 545309373 (USE FORMAT 7 FOR FULLTEXT)
He's set to cast his spell - again
JOURNAL, p3
Tuesday, June 17, 2003
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSPAPER
WORD COUNT: 232

...Blackett Street,
Newcastle, said "well over 1,000" copies of the book had been pre- **ordered**
at
the branch by **customers** and **queues** were expected.

The **books** won't be **delivered** to branches until the end of the week (no
review copies have been issued).

Mr...

  14/3,K/12   (Item 1 from file: 494)
DIALOG(R)File 494:St LouisPost-Dispatch
(c) 2006 St Louis Post-Dispatch. All rts. reserv.

11777150
MAIL-ORDER MOVIE RENTALS ATTRACT INDUSTRY GIANTS
St. Louis Post Dispatch (SL) - Friday, October 4, 2002.
By: Michael Liedtke
Edition: FIVE STAR LIFT Section: BUSINESS Page: C8
Word Count: 1,023

TEXT:
... to subscribers, who return the movies in postage-paid return envelopes.
Once Netflix gets a **movie** back, the company **mails** the next available
 DVD on each **subscriber** 's online **order list** .

   The concept has emerged as one of the Internet's biggest subscription
services, with Netflix...

   14/3,K/13   (Item 1 from file: 633)
DIALOG(R)File 633:Phil.Inquirer
(c) 2006 Philadelphia Newspapers Inc. All rts. reserv.

12208057
**'Business-method' patents mar innovation, critics say Experts argue whether
  broad patent protections slow creativity or inspire it.**
Philadelphia Inquirer (PI) - Sunday, July 27, 2003
By: Justin Pope ASSOCIATED PRESS
Edition: CITY-D Section: BUSINESS Page: C03
Word Count: 1,073

... over whether Barnesandnoble.com's "Express Lane" feature infringed on
Amazon's patent for letting **customers** complete their **orders** with one
click. The parties settled, but not before Barnesandnoble.com shut down the
feature...

... month, Netflix won a patent for the technology that allows customers to
set up a **rental** **list** of **movies** they want **mailed** to them. The news
sent Netflix's stock soaring; investors bet it would help the...

   14/3,K/14   (Item 1 from file: 702)
DIALOG(R)File 702:Miami Herald
(c) 2006 The Miami Herald Publishing Co. All rts. reserv.

11781087
WAL-MART, OTHER BIG COMPANIES CONSIDER RENTING DVDS BY MAIL
Miami Herald (MH) - Tuesday, October 8, 2002
By: MICHAEL LIEDTKE, Associated Press
Edition: Final Section: Business Page: 8C
Word Count: 588

... to subscribers, who return the movies in postage-paid return envelopes.
Once Netflix gets a **movie** back, it **mails** the next available **DVD** on
each **subscriber** 's online **order** **list** .

   The concept has emerged as one of the Internet's biggest subscription
services.

   Bentonville, Ark...